



RCAC
www.rcac.org

Consumer Confidence Reports (CCRs)

RCAC is an equal opportunity employer, provider and lender.

Rural Community Assistance Partnership, Inc.

Western

Rural Community Assistance Corporation
916/447-2854
www.rcac.org

Midwest

Midwest Assistance Program
952/758-4334
www.map-inc.org

Southern

Communities Unlimited
479/443-2700
www.crg.org

Northeast

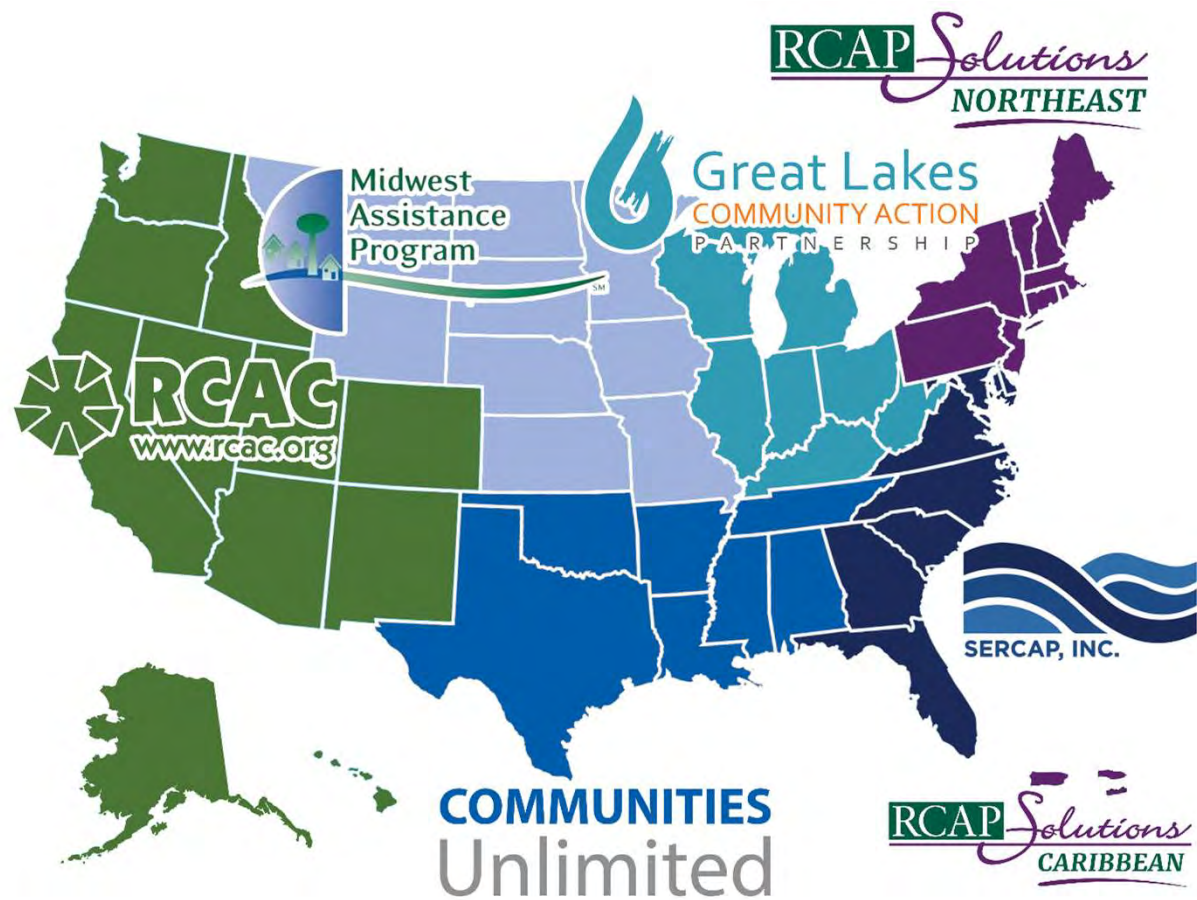
RCAP Solutions
800/488-1969
www.rcapsolutions.org

Great Lakes

WSOS Community Action Commission
800/775-9767
www.glracap.org

Southeast

Southeast Rural Community Assistance Project
866/928-3731
www.southeastrcap.org



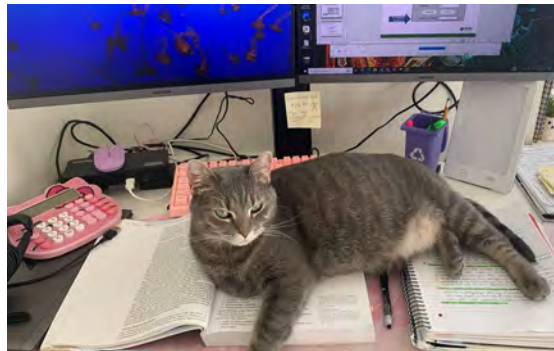
RCAC Programs

- Affordable housing
- Loan Fund - water and wastewater infrastructure financing
- Classroom and online training
- On-site and remote technical assistance
- Income surveys and rate analysis
- [Programs & Services - RCAC](#)

Your Presenter Today



Sabrina Straus
RCAC | Environmental Programs
Small Utilities Consultant I
sstraus@rcac.org
971-978-9257



Ruby 



Ralph 

What is your current role at the utility?

- Operator
- Manager
- Board member
- Regulator/Technical Assistance Provider



Number of years in the water or wastewater field?

- Less than 1
- 1-5
- 5-20
- 20+



Today's Agenda



What is a Consumer Confidence Report (CCR)?

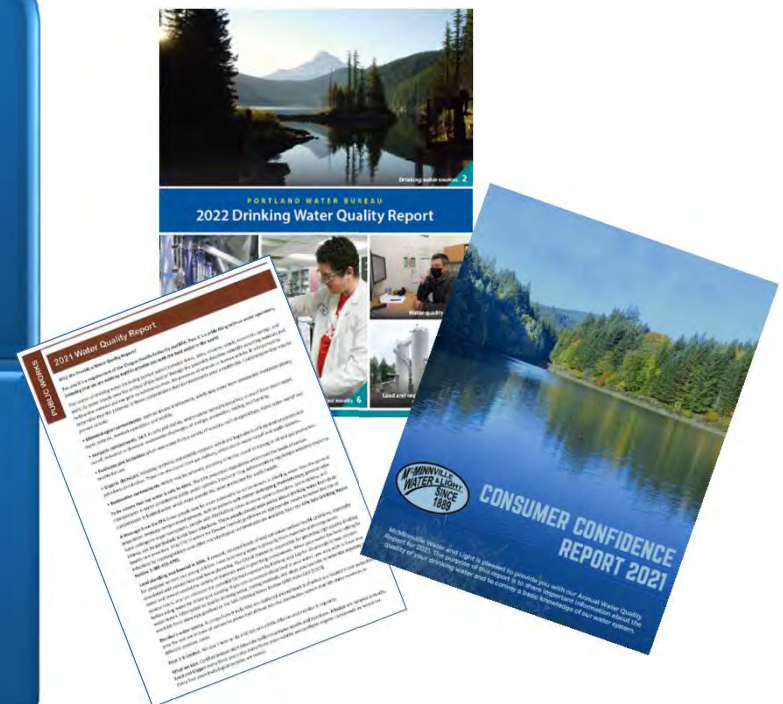
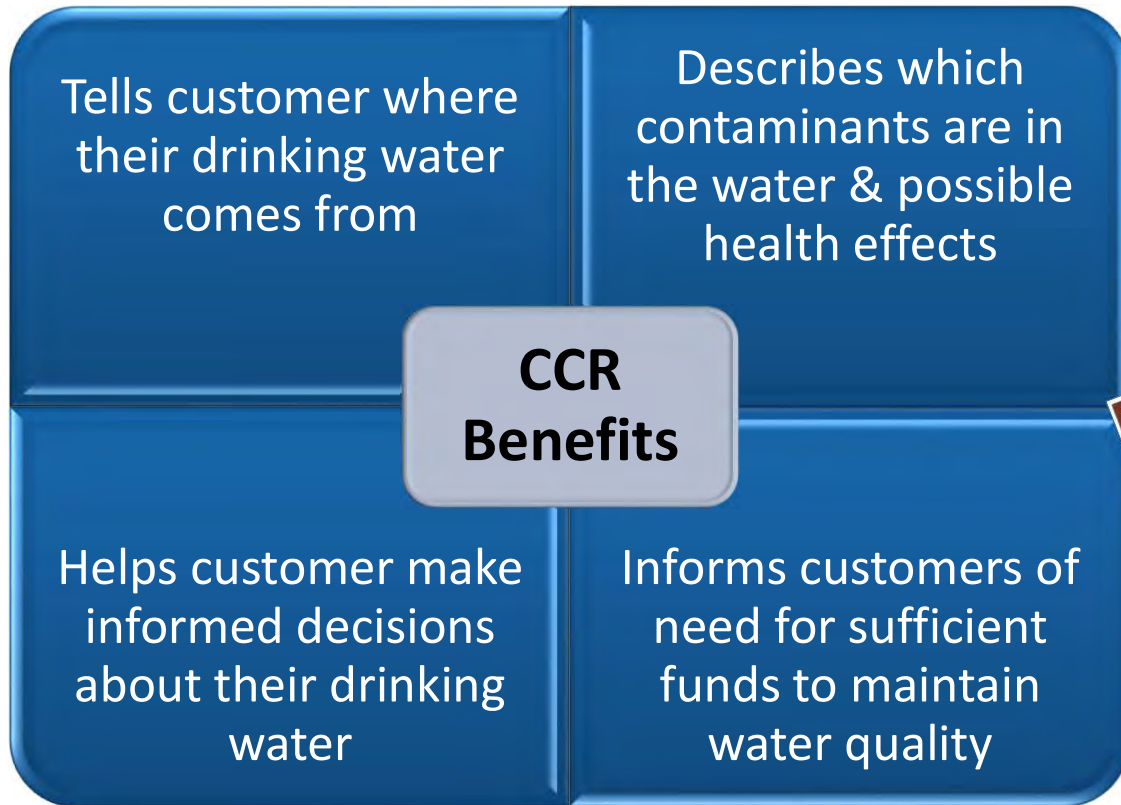
Building a CCR, using EPA's CCR iWriter tool

Reporting and Distributing

Rule Revisions

CCR Resources and Links

What is a Consumer Confidence Report (CCR)?



Has your system prepared and distributed a Consumer Confidence Report before?



Who is required to prepare and distribute a CCR?

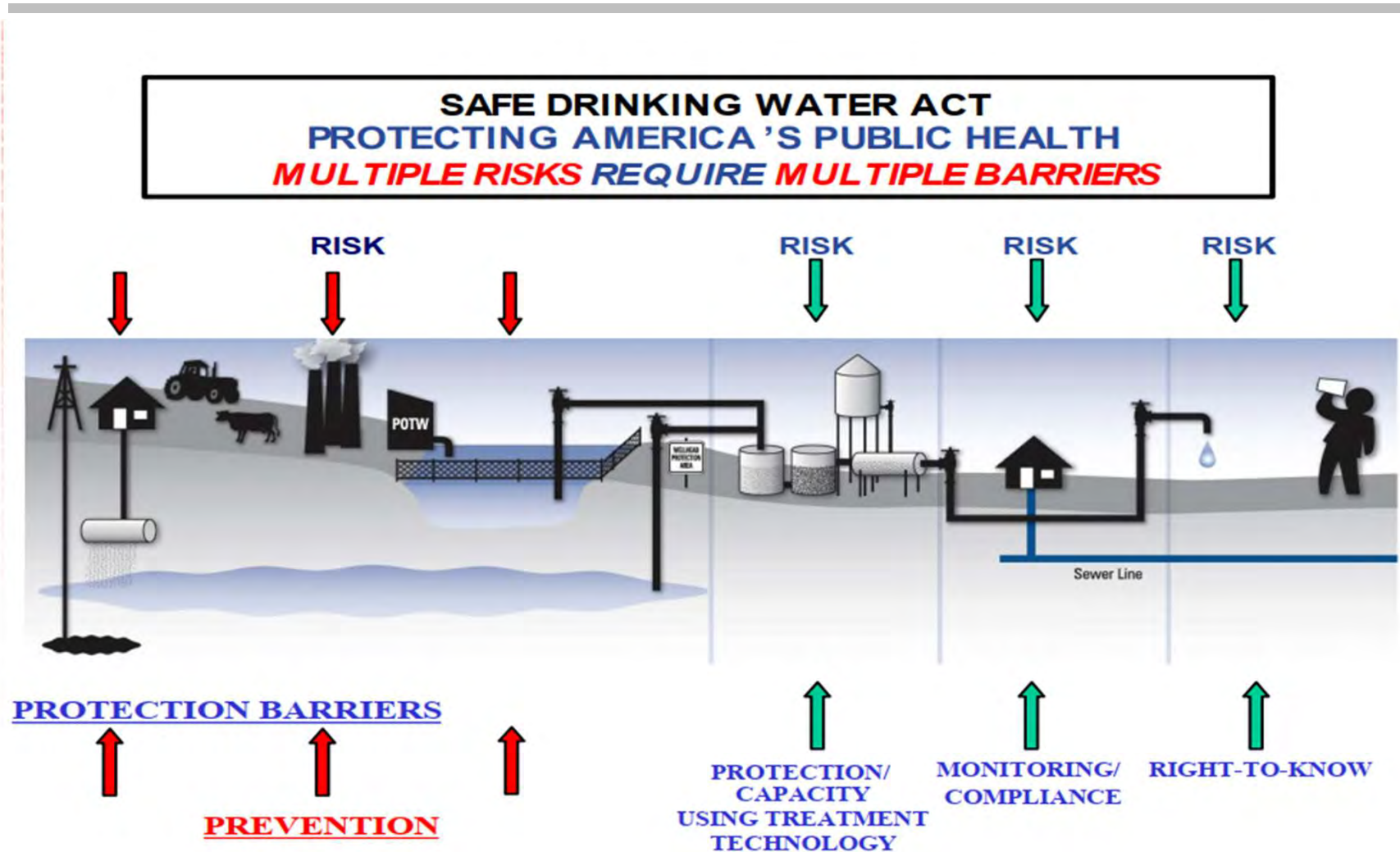
- **Group A community water systems**
 - municipalities, neighborhoods, mobile home parks



Why do we have to provide CCRs?

- Safe Drinking Water Act (SDWA)
 - Passed in 1974 to protect the nations drinking water quality
 - Authorized U.S. EPA to establish water standards and maximum contaminant levels
 - 1996 amendments required annual water quality report (CCR)
- Washington – Washington Administrative Code
 - Washington Department of Health (DOH)

Why do we have to provide CCRs?



Time Period and Due Date

Water quality results
from previous year*

Deliver to customers
each year by July 1



Building your CCR – 7 necessary components

- Water system information
- Source(s) of water
- Definitions
- Detected contaminants
- Information on Cryptosporidium, radon, and other contaminants (if detected)
- Violations of Standards
- Required additional information



1. Water System Information & 2. Source(s) of Water

- ✓ Water system name and report date
- ✓ Type of water source(s)
- ✓ General location of sources
- ✓ Source assessment information
- ✓ Public participation
- ✓ Contact information



3. Definitions

- **Maximum Contaminant Level Goal (MCLG)**
- **Maximum Contaminant Level (MCL)**
- **Action Level (AL)**



3. Definitions (continued)

- **Treatment Technique (TT)**
- **Maximum Residual Disinfectant Level (MRDL)**
- **Maximum Residual Disinfectant Level Goal (MRDLG)**
- A system operating under a **Variance**



3. Definitions (continued)

- **Level 1 Coliform Investigation**
- **Level 2 Coliform Investigation**



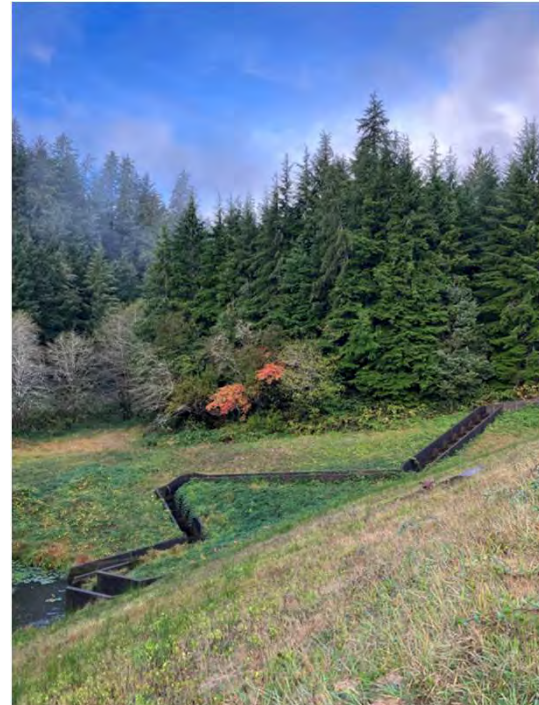
4. Detected Contaminants

- All regulated contaminants that were **detected** during the previous calendar year in a table format
 - MCL (Maximum Contaminant Level)
 - MCLG (Maximum Contaminant Level Goal)
 - Level of detected contaminant
 - Likely source of detected contaminant
 - And allowable level (AL) or treatment technique (TT) if applicable



4. Detected Contaminants

- Turbidity
- Lead & Copper
 - 90th percentile
 - # sites that > Action Level (AL)
- Disinfection Byproducts
 - TTHM
 - HAA5
- Fecal Coliforms and E. coli
 - +/-

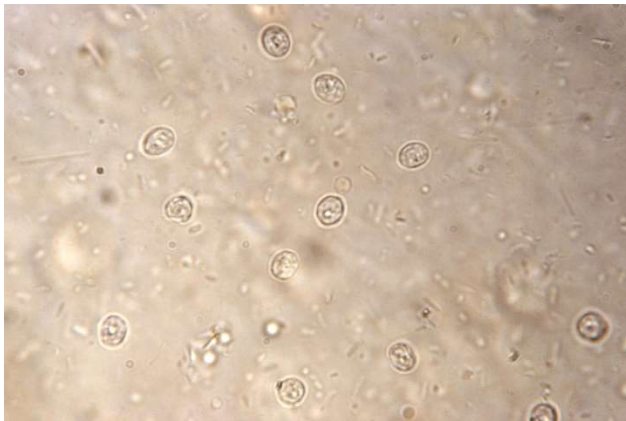


4. Detected Contaminants

- Highlight exceedances and treatment techniques
 - Should be easy to recognize and understand
- Multiple distribution systems with different sources
 - include separate columns for each service area

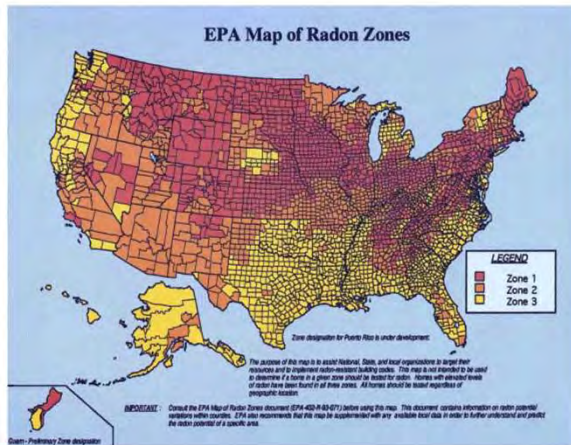
5. Cryptosporidium and Radon

If monitoring shows the presence of [cryptosporidium](#) or [radon](#), the results must be presented along with an explanation of the significance of the results.






[This Photo](#) by Unknown Author is licensed under [CC BY-SA-NC](#)

5. Radon (continued)



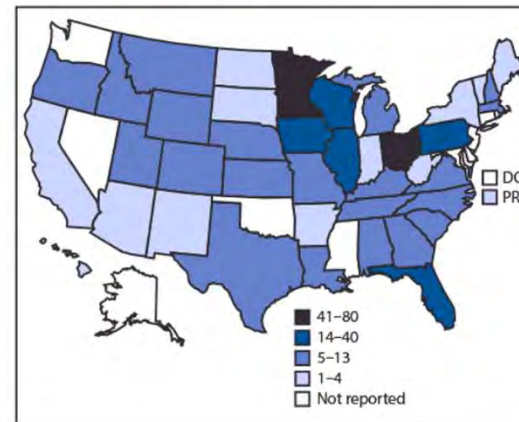
What do the colors mean?

 Zone 1 (red zones)	Highest potential; average indoor radon levels may be greater than 4 pCi/L (picocuries per liter)
 Zone 2 (orange zones)	Moderate potential; average indoor radon levels may be between 2 and 4 pCi/L
 Zone 3 (yellow zones)	Low potential; average indoor radon levels may be less than 2 pCi/L

This map should not be used to determine if an area in a given zone should be tested for radon. Locations with elevated levels of radon have been found in all three zones.

FIGURE 1. Reported cryptosporidiosis outbreaks (N = 444), by exposure jurisdiction* — United States, 2009–2017[†]

Return



Abbreviations: DC = District of Columbia; PR = Puerto Rico.

* Exposure jurisdictions are states, DC, and PR.

[†] These numbers are largely dependent on public health capacity and reporting requirements, which vary across jurisdictions and do not necessarily indicate the actual occurrence of

6. Violations of Standards

- Any contaminant detected in violation of an MCL, TT or AL must be **clearly highlighted**
- Must provide clear explanations of any violation, potential adverse health affects, and steps taken to correct

6. Violations of Standards

If there is a failure to install adequate filtration or disinfection equipment or processes, or if there was a failure of that equipment or process, you must include the following statement:

“Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.”

6. Violations of Standards (con't)

- Lead & Copper
- Acrylamide and epichlorohydrin
- Violation of the terms of a variance, administrative order or judicial order



7. Required additional information – educational info

Your CCR must include the following statements:

“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. [NAME OF UTILITY] 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>.”

“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 EPA’s Safe Drinking Water Hotline (1-800-426-4791).”

7. Required additional information – language

“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 stormwater 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 stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- **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 amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.”

7. Required additional information - nitrate & arsenic

For nitrate above 5 ppm but at or below 10 ppm (the MCL) include language such as,

“Nitrate in drinking water at levels above 10 mg/l is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant you should ask for advice from your health care provider.”

For arsenic above 5 ppb, but at or below 10 ppb (the MCL) Include language such as,

“While your drinking water meets EPA’s standard for arsenic, it does contain low levels of arsenic. EPA’s standard balances the current understanding of arsenic’s possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.”

7. Required additional information – uncorrected significant deficiency or E. coli positive sample for Ground Water Systems (Ground Water Rule)

Groundwater Systems receiving notice of an uncorrected water system survey significant deficiency or an E. coli positive groundwater source sample must include:

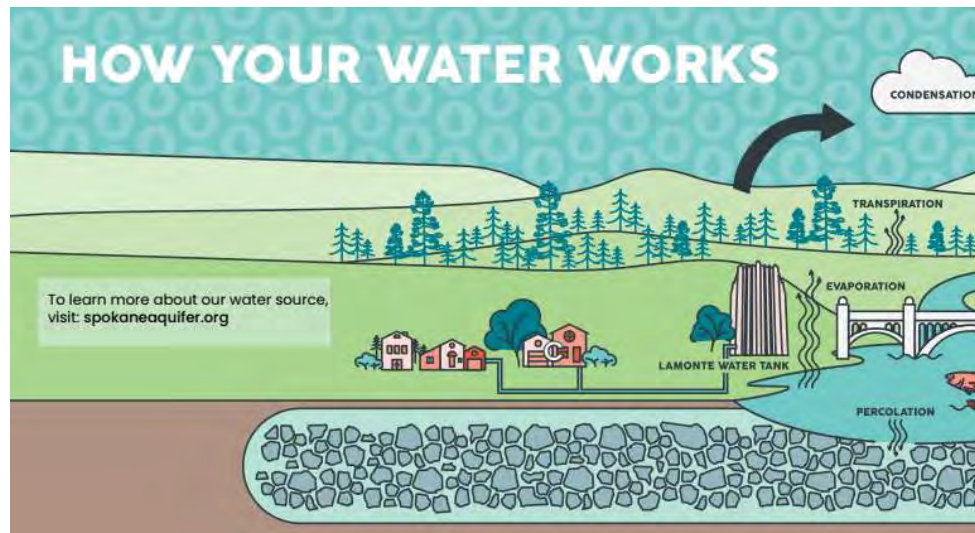
- The nature of a significant deficiency or source of fecal contamination and the dates identified.
- If the fecal contamination has been addressed, the corresponding dates.
- Any approved plan to address the significant deficiency or fecal contamination.
- Potential health effects for fecal positive source samples (if applicable).

CCR Tips

- Review Lab Results as they come in for Detected Contaminants
- File Wisely
 - By sources, distribution system, treatment techniques
 - You may have to go back as far as 9 years for some contaminants
- Prepare to Write the Report
 - Know your monitoring schedule
 - Review the CCR requirements and rules
 - Gather lab results
 - Keep in mind that lab test names and analyte names might not match CCR names

CCR Tips

1. Use visual aides
2. Explain why we need to protect our source water locations
3. Use a brief statement to summarize the water quality
4. Include some water conservation tips



CCR Tips

1. Describe costs
2. Efforts to promote conservation or green infrastructure
3. Statement from leadership emphasizing
4. Customer concerns



HYDRANT LOCK PROGRAM

The City of Spokane Water Department is adding security measures to its fire hydrants to ensure protection of the City's water supply. The Water Department will begin installing locks in the West Plains area in June 2022, east of the Spokane International Airport and south of Sunset Blvd. We have worked with the Spokane Fire Department, the surrounding fire districts, Spokane International Airport and public works users to ensure the hydrants are readily available for emergencies.

"Our citizens rely on our water system to provide them with clean, safe drinking water on demand every day," says Loren Searl, Water and Hydroelectric Department Director. "It is an important responsibility to ensure that no contaminants enter the water system through the use of hydrants and other accessible points to the water system."



Construction Crew replacing water main on Post Street.

3

CCR Tips

1. Use photos
2. Highlight improvements
3. Emphasize how the system is protecting the environment
4. Introduce staff



Group Discussion


- Do you have any tips on completing your CCR?
- Issues you have ran into in the past?
- What is the most challenging aspect of writing your system's CCR?







Environmental Protection Agency's CCR iWriter

[Link to CCR iWriter](#)

An official website of the United States government.

 United States Environmental Protection Agency

Environmental Topics Laws & Regulations About EPA Search EPA.gov

CONTACT US SHARE    

Consumer Confidence Reports (CCR)

CCR iWriter

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

Login

Username

Password

DON'T REMEMBER YOUR USERNAME OR PASSWORD? Click [here](#).

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

Create Helpdesk ticket [here](#).

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

CCR Compliance Help

[Tools for Utilities](#)

[PSAs & Communication](#)

[Electronic Delivery of CCR](#)

[Consumer Basic Information](#)

[Find Your Local CCR](#)

[CCR Implementation Guidance](#)

[CCR Rule and History](#)

EPA iWriter - benefits and creating an account

CCR iWriter Report
1. System Information
2. Multiple Water Sources
3. Consecutive System
4. Contaminant Information Summary
5. UCMR Contaminants Information
6. Additional Contaminant Information
7. Significant Deficiencies
8. Cryptosporidium Monitoring
9. Radon Monitoring
10. Voluntary Monitoring
11. Compliance with Other Rules
12. Variance and Exemptions
13. Additional Languages
14. Additional Educational Information
15. Create Report

- Produce a regulation complaint CCR
- Automatically converts units to CCR units
- Can create multiple reports and easily navigate sections
- Automatically saves progress
- Creating account is easy



iWriter - getting started

The screenshot shows the EPA CCR iWriter interface. At the top, there is a blue header with the EPA logo and the text 'CCR iWriter'. Below the header, there are three tabs: 'Consumer Confidence Reports', 'My Account', and 'Help'. The 'Consumer Confidence Reports' tab is active. The main content area has a title 'Consumer Confidence Reports' and a sub-header 'To start a new report click the button labeled "Start New Report"'. A blue button labeled 'Start New Report' is highlighted with a red box. Below this, there is a search bar with a magnifying glass icon and a 'Go' button. There are also dropdown menus for 'Rows' (set to 25) and 'Actions'. At the bottom, there is a 'Report Year' dropdown menu with a checkmark and a close button. A message at the bottom of the page reads: 'No CCR exists. Click the "Start New Report" button to create a new Consumer Confidence report.'

The screenshot shows the EPA CCR iWriter interface for creating a new report. At the top, there is a blue header with the EPA logo and the text 'CCR iWriter'. Below the header, there are three tabs: 'Consumer Confidence Reports', 'My Account', and 'Help'. The 'Consumer Confidence Reports' tab is active. The main content area has a title 'New Consumer Confidence Report' and a sub-header 'New Consumer Confidence Report'. A 'Cancel' button and a 'Start CCR Report >' button are visible. The 'Start CCR Report >' button is highlighted with a red box. Below this, there is a 'Report Title' field with the text 'Ruby River'. To the right, there is a 'Help' section with the following text: 'Provide a title to identify the new Consumer Confidence Report. The report title will print at the top of the report.'

iWriter - getting started (tabs)

The screenshot shows the EPA CCR iWriter interface. A modal dialog box is open, displaying the text: "sdwis.epa.gov says By selecting edit, the program assumes that you are making changes to the existing report and will require you to go through the Create Report section to finalize and download your report in order to ensure that your CCR is still compliant with the CCR Rule. If you are creating a new report for a new CCR calendar year, you may want to copy an old report and edit that version." The dialog has "OK" and "Cancel" buttons. A red arrow points from the "Edit" link in the report table below to the dialog. The report table has the following data:

Report Title	Report Date	Copy	Delete	Edit	Report in Progress
Ruby River 2022	15-MAR-23				

The screenshot shows the "My Account" tab in the iWriter interface. It contains the following fields:

- User Name: straus850@gmail.com
- Email: straus850@gmail.com
- Password: [Redacted]

There is an "Update" button at the bottom.

The screenshot shows the "Help" tab in the iWriter interface. It contains the following sections:

- Question and Comments:** A form with fields for Name, Organization, and Email, and a "Submit Your Comments" button.
- Documentation:** A section with links to "Preparing Your Drinking Water Consumer Confidence Report" and "Community water systems serving 100,000 or more people post their current year's report to a publicly-accessible site on the Internet. The EPA provides a catalog of links to reports. To add your link to the catalog go to <http://www.epa.gov/safewater/ccr1.html> and look for the section labeled 'Link your CCR to EPA's CCR online catalog'."

iWriter – 1. System Information

EPA CCR iWriter Logout

~~Consumer Confidence Reports~~ ~~My Account~~ ~~Help~~

Current Report: Ruby River 2022 Return to Existing Reports

CCR iWriter Report

- 1. System Information**
- 2. Multiple Water Sources
- 3. Consecutive System
- 4. Contaminant Information Summary
- 5. UCMR Contaminants Information
- 6. Additional Contaminant Information
- 7. Significant Deficiencies
- 8. Cryptosporidium Monitoring
- 9. Radon Monitoring
- 10. Voluntary Monitoring
- 11. Compliance with Other Rules
- 12. Variance and Exemptions
- 13. Additional Languages
- 14. Additional Educational Information
- 15. Create Report

1. System Information

(*) indicates a required field.

* **Report Title:** Ruby River 2022

* **Water System Name:** Ruby River

* **Contact Name:** Ruby

Address: 123 Name Street

City: Portland

State: OR

Zip Code: 97239

* **Phone:** 555 857 5309

Fax: 555 857 5310

* **Email:** sstrauss@rcac.org

CCR report URL: if you share CCRs online, provide the URL here

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 >~~

iWriter – 2. Multiple Water Sources

Multiple hydraulically independent distribution systems

Water companies that have two or more completely separate water systems (different sources, treatment facilities, storage and distribution piping) that at no time physically interconnect or share any treatment facilities, storage facilities, or distribution piping.

2. Multiple Water Sources

Does the system distribute water to its customers from [multiple hydraulically independent distribution systems](#) that are fed by different raw water sources?

Yes No

If yes, you will need to complete a separate report for each independent distribution system if you use the CCR iWriter.

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Next >

iWriter – 3. Consecutive System

3. Consecutive System

Is the system a "consecutive system" (a system that purchases water from another drinking water system)?

Yes No

If yes, the consecutive system can fulfill the CCR Rule requirements in one of two ways: 1.) If the purchasing system (consecutive system) has no additional data or violations information and the selling water system (wholesale system) has an existing CCR, the consecutive system can simply re-print the wholesale system's CCR and attach a cover letter explaining the wholesale-consecutive system relationship. Be sure to add any required information about the consecutive system (contact information, public participation information, information for non-English speaking populations, etc.); or 2.) If the consecutive system has its own data for contaminants that it monitors (such as total coliforms, lead and copper, TTHMs, or others), it can incorporate the information provided by the selling water system into its own CCR Report or add their data to the cover letter described in Option 1 and attach it to the wholesale system CCR. Either of these options is acceptable.

Regardless of who produces the report, the consecutive system is still responsible for ensuring that its customers receive a report containing all required content. If the consecutive system is creating its own CCR in the CCRiWriter, the wholesale-consecutive system relationship can be explained in the "Where does my water come from?" section under 'Create Report'.

Here is more background information about wholesale and consecutive systems. Under the CCR Rule, a wholesale system (drinking water system that sells water to other water systems) must deliver relevant monitoring and compliance data to the consecutive system before reports are due to customers so that the consecutive system has lead-time to prepare a CCR. Wholesale systems must provide the information to the consecutive system no later than April 1 unless the wholesale system and the consecutive system mutually agree upon a different date and specify it in a contract between the two parties. Wholesale systems are not responsible for creating the report for the consecutive system, nor are they responsible for providing data on contaminants that the consecutive system monitors (such as total coliforms, lead and copper, TTHMs, or others). If you have any questions contact your state primacy agency.

iWriter – 4. Contaminant Information Summary

4. Contaminant Information Summary

You have not yet entered any regulated contaminant information. You must report all contaminants subject to a maximum contaminant level (MCL), action level (AL), maximum residual disinfectant level (MRDL), or treatment technique (TT).

[Enter New Contaminant](#)

Select a Contaminant

Select a Contaminant:

Note: If you were required to monitor for unregulated contaminants or conduct additional monitoring as required by your state (beyond what is required by the EPA), you will be prompted to enter that information in the next sections of the iWriter.

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

[Table of National Primary Drinking Water Standards \(EPA\)](#)

iWriter – 4. Contaminant Information Summary

4. Contaminant Information Summary

Contaminant Data Information

Category: Inorganic Contaminants
Contaminant: **Arsenic**
MCL: 10 ppb

What did you [report to the state for compliance purposes?](#)
(If you sample more often than annually, please enter the highest reported value.)

You can enter the data in any units. Simply enter a value and its associated unit (Select from the dropdown menu). The CCRWriter will automatically convert the given value to the CCR units.

Value: Units:

Check this box if you monitored for but did not detect the contaminant and still wish to report it in your CCR.

iWriter – 4. Contaminant Information Summary

4. Contaminant Information Summary

Contaminant Data Information

Category: Inorganic Contaminants
Contaminant: **Arsenic**
MCL: 10 ppb
Reported: 12 ppb

Is all the sampling data from the calendar year of this Consumer Confidence Report?
(For example, if this information is for the 2015 CCR then is all the sampling data from 2015?)

Yes No

4. Contaminant Information Summary

Contaminant Data Information

Category: Inorganic Contaminants
Contaminant: **Arsenic**
MCL: 10 ppb
Reported: 12 ppb

Select the earliest sampling date for this contaminant. (Samples more than 5 years old should not be included in your report)

Year of Sample:

iWriter – 4. Contaminant Information Summary

Contaminant Data Information
Category: Inorganic Contaminants Contaminant: Arsenic MCL: 10 ppb Reported: 12 ppb
<p>To determine if you need to report a range of the sampled values for this contaminant, please check the statement that is true.</p> <ul style="list-style-type: none"><input type="radio"/> The system has only one entry point from which a single sample was used to determine compliance. (no range will be reported)<input checked="" type="radio"/> The system has only one entry point from which more than one sample was used to determine compliance. (a range will be reported even if one of the samples was a 'no-detect' of the contaminant)<input type="radio"/> The system has more than one entry point from which one or more samples were collected from each entry point and were used to determine compliance. (a range will be reported even if one of the samples was a 'no-detect' of the contaminant)<input type="radio"/> The system collected a single sample from within the distribution system to determine compliance. (no range will be reported)<input type="radio"/> The system collected more than one sample from within the distribution system to determine compliance. (a range will be reported even if one of the samples was a 'no-detect' of the contaminant)

iWriter – 4. Contaminant Information Summary

Contaminant Data Information	
Category: Inorganic Contaminants Contaminant: Arsenic MCL: 10 ppb Reported: 12 ppb	
Was the contaminant detected in all samples? <input checked="" type="radio"/> Yes <input type="radio"/> No	

Contaminant Data Information	
Category: Inorganic Contaminants Contaminant: Arsenic MCL: 10 ppb Reported: 12 ppb	
<u>Lowest level detected</u>	<input type="text" value="9"/> Units: <input type="text" value="ppb"/>
<u>Highest level detected</u>	<input type="text" value="12"/> Units: <input type="text" value="ppb"/>

iWriter – 4. Contaminant Information Summary

Contaminant Data Information
Category: Inorganic Contaminants Contaminant: Arsenic MCL: 10 ppb Reported: 12 ppb
Systems are expected to describe these sources in generic terms such as "agricultural runoff" or "petrochemical plants" unless the system had information obtained through source water assessments or other means that would allow the report to be more specific. If you have additional or specific information available, enter it below.
Potential sources description: <div style="border: 1px solid black; padding: 5px;">Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes</div>

iWriter – 4. Contaminant Information Summary

Contaminant Data Information
Category: Inorganic Contaminants Contaminant: Arsenic MCL: 10 ppb Reported: 12 ppb
<p>The reported value for this contaminant exceeds the Maximum Contaminant Level (MCL). You are required to supply the provided explanation of the adverse health effects as well as some additional information.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"><p style="text-align: center; font-size: small;">Adverse health effects required text</p><p>Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.</p></div> <p>You are required, at a minimum, to provide the following information. It will be appended to the health effects language in the violation and exceedences summary section. You can include more information if you wish.</p> <ol style="list-style-type: none">1. Explain when the violation occurred and how long it lasted.<div style="border: 1px solid black; padding: 5px; margin-top: 5px;"><p>This violation occurred in all quarterly samples taken in 2019.</p></div>2. Explain what actions you took to correct the violation.<div style="border: 1px solid black; padding: 5px; margin-top: 5px;"><p>Since installing arsenic treatment technology would cause customer water bills to increase by an estimated 300 to 400%, we are exploring various options for locating an alternate water source. We have also applied to the Safe Drinking Water State Revolving Fund (SDWSRF) for funding assistance for correcting this violation.</p></div>

iWriter – 4. Contaminant Information Summary (Lead and Copper)

Select a Contaminant

Select a Contaminant:

Is this a six month sampling frequency? Yes No

Note: If you were required to monitor for unregulated contaminants or conduct additional monitoring as required by your state (beyond what is required by the EPA), you will be prompted to enter that information in the next sections of the iWriter.

What did you [report to the state for compliance purposes?](#)
(If you sample more often than annually, please enter the highest reported value.)

You can enter the data in any units. Simply enter a value and its associated unit (Select from the dropdown menu). The CCRWriter will automatically convert the given value to the CCR units.

[90th Percentile Level:](#) Units:

Number of sites that exceed the Action Level:

Number of sampling sites:

iWriter – 4. Contaminant Information Summary (Lead and Copper)

Contaminant Data Information
Category: Inorganic Contaminants Contaminant: Copper - action level at consumer taps AL: 1.3 ppm Reported: .575 ppm

Select the earliest sampling date for this contaminant. (Samples more than 5 years old should not be included in your report)

Year of Sample:

Contaminant Data Information
Category: Inorganic Contaminants Contaminant: Copper - action level at consumer taps AL: 1.3 ppm Reported: .575 ppm

Systems are expected to describe these sources in generic terms such as "agricultural runoff" or "petrochemical plants" unless the system had information obtained through source water assessments or other means that would allow the report to be more specific. If you have additional or specific information available, enter it below.

Potential sources description:

Corrosion of household plumbing systems; Erosion of natural deposits

iWriter – 4. Contaminant Information Summary (Lead and Copper)

4. Contaminant Information Summary

This is a list of entered contaminants. You can edit or delete one by clicking the appropriate link. Reported Values in **red** indicate a violation.
To enter information on a new [regulated contaminant that was detected](#) click the button labeled "Enter New Contaminant".

Contaminant	Reported Level	MCL		
Barium	0 ppm	2 ppm	Edit	Delete
Beryllium	0.17 ppb	4 ppb	Edit	Delete
Chromium	0 ppb	100 ppb	Edit	Delete
Copper - action level at consumer taps	0.58 ppm	1.3 ppm (AL)	Edit	Delete
Lead - action level at consumer taps	0.02 ppb	15 ppb (AL)	Edit	Delete
Sodium (optional)	21.1 ppm	NA	Edit	Delete
Total Coliform (RTCR)	NA	TT	Edit	Delete
Uranium	ND	30 ug/L	Edit	Delete

[Enter New Contaminant](#)

iWriter – 4. Contaminant Information Summary (contaminants for systems that chlorinate)

Select a Contaminant

Select a Contaminant:

Note: If you were required to monitor for unregulated contaminants or conduct additional monitoring as required by your state (beyond what is required by the EPA), you will be prompted to enter that information in the next sections of the iWriter.

If your system chlorinates, you will enter a category of contaminants called “Disinfectants and Disinfection By-Products”. This includes:

- Haloacetic acid (HAA5)
- Total Trihalomethanes (TTHMs)

PLEASE NOTE: For systems required to report locational running annual averages (LRAA) for TTHM and HAA5 and more than one location exceeds the TTHM and/or HAA5 MCL, systems must include in their CCR the LRAA for TTHM and/or HAA5 for all locations that exceed the MCL. Systems should enter the highest LRAA as the reported value on the first page of the "Contaminant Data Information" section of the program and include all additional LRAA MCL violations in the first box on the violation page in the "Contaminant Data Information" section.

The following is an example of what could be included in the first box on the violation page for a system that had two additional locations that exceeded the TTHM [HAA5] MCL: "Our system exceeded the HAA5 MCL at 2 additional locations with locational running annual averages of 65 mg/L and 68 mg/L."

This note only applies to systems required to report LRAAs for TTHM and HAA5 and have exceeded the TTHM and/or HAA5 MCL at multiple locations.

Did any of the Haloacetic Acids (HAA5) sample locations exceed the LRAA MCL? Yes No



The same process applies to both contaminants.

iWriter – 4. Contaminant Information Summary (Revised Total Coliform Rule)

The screenshot shows a web browser window with the URL `https://ordspub.epa.gov/ords/safewater/f?p=140:38:8790538726434:::38::`. The browser's address bar and tabs are visible. The page content includes a navigation menu with "iWriter" and "My Account" buttons. A notification box from `ordspub.epa.gov` is displayed, stating: "Beginning April 1, 2016, under the Revised Total Coliform Rule (RTCR), systems are required to report [Total Coliform(RTCR)] and [E. Coli - in the distribution system (RTCR)]". Below the notification, the main form is titled "4. Contaminant Information Summary". It contains a section "Select a Contaminant" with a dropdown menu currently showing "E. coli (RTCR) - in the distribution system". A note below the dropdown reads: "Note: If you were required to monitor for unregulated contaminants or conduct additional monitoring as required by your state enter that information in the next sections of the iWriter." At the bottom of the form, there are two buttons: "< Back" and "Next >".

iWriter – 4. Contaminant Information Summary

4. Contaminant Information Summary

This is a list of entered contaminants. You can edit or delete one by clicking the appropriate link. Reported Values in **red** indicate a violation. To enter information on a new [regulated contaminant that was detected](#) click the button labeled "Enter New Contaminant".

Contaminant	Reported Level	MCL		
Barium	0 ppm	2 ppm	Edit	Delete
Beryllium	0.17 ppb	4 ppb	Edit	Delete
Chromium	0 ppb	100 ppb	Edit	Delete
Copper - action level at consumer taps	0.58 ppm	1.3 ppm (AL)	Edit	Delete
Haloacetic Acids (HAA5)	61 ppb	60 ppb	Edit	Delete
Lead - action level at consumer taps	0.02 ppb	15 ppb (AL)	Edit	Delete
Sodium (optional)	21.1 ppm	NA	Edit	Delete
Total Coliform (RTCR)	NA	TT	Edit	Delete

[Enter New Contaminant](#)

[< Back](#)

[Next >](#)

iWriter – 5. Unregulated Contaminant Monitoring Rule (UCMR)

- Not all systems are required to monitor for these contaminants
 - if you do test for an unregulated contaminant, you must notify persons served by the system of the availability of the UCMR test results no later than 12 months after the monitoring results are known (this can be captured in your CCR)
- Examples: PFOS, manganese, germanium, etc.

[Fourth Unregulated Contaminant Monitoring Rule | US EPA](#)

iWriter – 6. Additional Contaminants

Not required by all states or for all systems – make sure you know your system's particular monitoring requirements

[Washington Administrative Code \(WAC\)](#)

iWriter – 7. Significant Deficiencies

7. Significant Deficiencies

Did the system have an uncorrected significant deficiency under the Ground Water Rule or is the system required to report a deficiency that was corrected?

Yes No

You must describe the nature of the significant deficiency and the date it was identified by the State. If the significant deficiency was not corrected by the end of the calendar year, include information regarding the State-approved plan and schedule for correction, including interim measures, progress to date, and any interim measures completed. If the significant deficiency was corrected by the end of the calendar year, include information regarding how the deficiency was corrected and the date it was corrected.

[Ground Water Rule \(GWR\)](#)

Provides protection against microbial pathogens in public water systems using ground water sources



iWriter - 8. Cryptosporidium Monitoring

8. Cryptosporidium Monitoring

Did the system monitor for Cryptosporidium?

Yes No

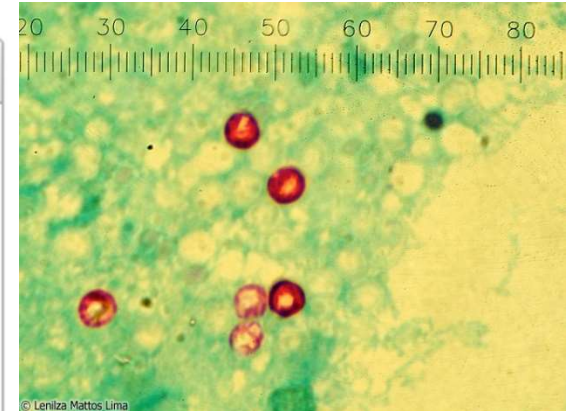
Was Cryptosporidium found in either the source water or the finished water in any of the conducted tests?

Yes No

Include a summary of the results of the monitoring. You may choose whether or not to report the actual analytical results as a part of this summary. Also include an explanation of the significance of the results. Tell customers if they need to be concerned by the information that the CCR provides.

Results of Cryptosporidium monitoring

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Our monitoring indicates the presence of these organisms in our source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.



iWriter - 9. Radon Monitoring

9. Radon Monitoring

Did the system monitor for Radon?

Yes No

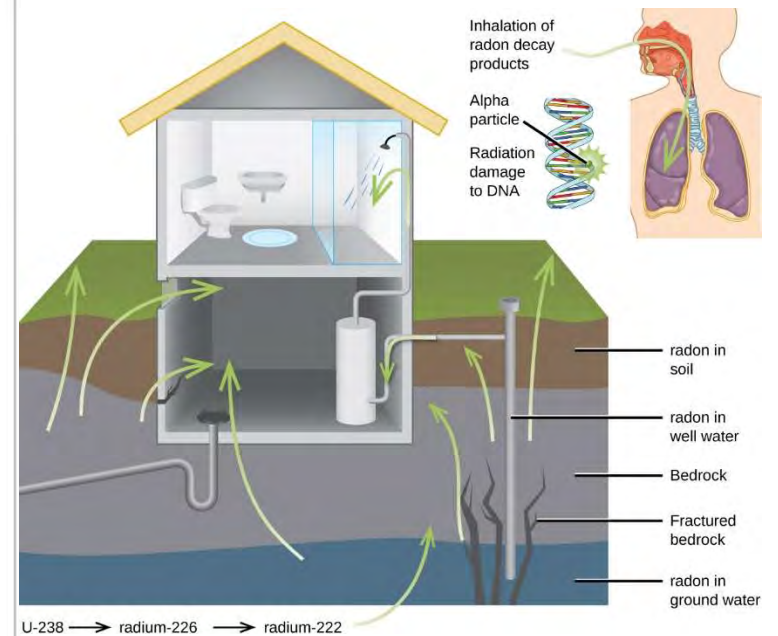
Was Radon found in the finished water in any of the conducted tests?

Yes No

Include the results of monitoring (the analytical values reported by the lab) and an explanation of the significance of the results. Tell customers if they need to be concerned by the information that the CCR provides.

Results of radon monitoring

Radon is a radioactive gas that you can't see, taste, or smell. It is found throughout the U.S. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will in most cases be a small source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a radon problem that aren't too costly. For additional information, call your state radon program or call EPA's Radon Hotline (800-SOS-RADON).



iWriter - 10. Voluntary Monitoring

10. Voluntary Monitoring

Did this system conduct any [voluntary monitoring](#)?

Yes No

It is strongly encouraged, but not mandatory, that you report results that may indicate a health concern. Would you like to include your voluntary monitoring results in your report?

Yes No

We recommend that the report contain the monitoring results and an explanation of the significance of the results, noting the existence of the health advisory or proposed MCL.

Results of voluntary monitoring

iWriter - 11. Compliance with Other Rules

11. Compliance with Other Rules

If the water system violated any of the rules described on the next two pages during the year covered by the report, your CCR must describe the violation(s). Just as you must explain the potential health effects of any MCL violation, you must provide a clear and readily understandable explanation of any other violation, including the length of the violation, potential adverse health effects (if any), and the steps the system has taken to correct the violation.

< Back Next >

The next two pages cover

- **Treatment Technique Violations:** Filtration and disinfection (Surface Water Treatment Rule), Lead and Copper control requirements, Filter Backwash Recycling Rule, Ground Water Rule, Long Term 2 Enhanced Surface Water Treatment Rule
- **General Violations:** Monitoring and reporting of compliance data; Record keeping; Special monitoring requirements; violation of a variance, an exemption, or an administrative or judicial order



iWriter - 11. Compliance with Other Rules (treatment techniques)

11. Compliance with Other Rules

Treatment Techniques

Did the system have any [Filtration and disinfection \(Surface Water Treatment Rule\)](#) violations?

Yes No

Did the system have any [Lead and Copper control requirements](#) violations?

Yes No

Did the system have any [Filter Backwash Recycling Rule](#) violations?

Yes No

Did the system have any [Ground Water Rule](#) violations?

Yes No

Did the system have any treatment technique violations under the [Long Term 2 Enhanced Surface Water Treatment Rule](#)?

Yes No

11. Compliance with Other Rules

11. Compliance with Other Rules

You have a treatment technique violation for filter backwash recycling. You are required to supply the provided explanation of the adverse health effects. You must also describe the violation, length of the violation, and steps the system has taken to correct the violation. This information will show up in a table separate from the detected contaminants table in your report.

Adverse health effects required text

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Describe the violation

Provide the length of the violation.

Steps the system has taken to correct the violation.

iWriter - 11. Compliance with Other Rules (general violations)

11. Compliance with Other Rules

General

Did the system have any [Monitoring and reporting of compliance data](#) violations?
 Yes No

Did the system have any [Record keeping](#) violations?
 Yes No

Did the system have any [Special monitoring requirements](#) violations?
 Yes No

Did the system have any violation of a [variance, an exemption, or an administrative or judicial order](#) violations?
 Yes No

You must describe the violation, potential, adverse health effects (if any), and the steps the system has taken to correct the violation.

Violations of terms of variance, exemption, or administrative or judicial order

iWriter – 12. Variance and Exemptions

12. Variance and Exemptions

Did this system operate under a [variance or exemption](#) at any time during the year covered by the report?

Yes No

Include an explanation of the variance or exemption, the date that it was issued, why it was granted, when it is up for renewal, and a status report on what the system is doing to remedy the problem. Also, tell your customers how they may participate in the review of the variance or exemption.

Explanation of Variance and Exemptions

iWriter – 13. Additional Languages

13. Additional Languages

Systems that have a large portion of non-English speaking residents must include information in the appropriate language expressing the importance of the report or offering additional information in that language.

Check the box next to all of the provided notices you wish to include.

- Spanish (Espanol)
- French (Francais)

< Back

Next >



iWriter – 14. Additional Educational Information

14. Additional Educational Information

Would you like to include the following water conservation tips?

Yes No

Did you know that the average U.S. household uses approximately 400 gallons of water per day or 100 gallons per person per day? Luckily, there are many low-cost and no-cost ways to conserve water. Small changes can make a big difference - try one today and soon it will become second nature.

- Take short showers - a 5 minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.
- Shut off water while brushing your teeth, washing your hair and shaving and save up to 500 gallons a month.
- Use a water-efficient showerhead. They're inexpensive, easy to install, and can save you up to 750 gallons a month.
- Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
- Water plants only when necessary.
- Fix leaky toilets and faucets. Faucet washers are inexpensive and take only a few minutes to replace. To check your toilet for a leak, place a few drops of food coloring in the tank and wait. If it seeps into the toilet bowl without flushing, you have a leak. Fixing it or replacing it with a new, more efficient model can save up to 1,000 gallons a month.
- Adjust sprinklers so only your lawn is watered. Apply water only as fast as the soil can absorb it and during the cooler parts of the day to reduce evaporation.
- Teach your kids about water conservation to ensure a future generation that uses water wisely. Make it a family effort to reduce next month's water bill!
- Visit www.epa.gov/watersense for more information.

14. Additional Educational Information

Would you like to include the following source water protection tips?

Yes No

Protection of drinking water is everyone's responsibility. You can help protect your community's drinking water source in several ways:

- Eliminate excess use of lawn and garden fertilizers and pesticides - they contain hazardous chemicals that can reach your drinking water source.
- Pick up after your pets.
- If you have your own septic system, properly maintain your system to reduce leaching to water sources or consider connecting to a public water system.
- Dispose of chemicals properly; take used motor oil to a recycling center.
- Volunteer in your community. Find a watershed or wellhead protection organization in your community and volunteer to help. If there are no active groups, consider starting one. Use EPA's Adopt Your Watershed to locate groups in your community, or visit the Watershed Information Network's How to Start a Watershed Team.
- Organize a storm drain stenciling project with your local government or water supplier. Stencil a message next to the street drain reminding people "Dump No Waste - Drains to River" or "Protect Your Water." Produce and distribute a flyer for households to remind residents that storm drains dump directly into your local water body.

iWriter – 14. Additional Educational Information

14. Additional Educational Information

Would you like to include the following information regarding the cross connection control survey?

Yes No

Cross Connection Control Survey

The purpose of this survey is to determine whether a cross-connection may exist at your home or business. A cross connection is an unprotected or improper connection to a public water distribution system that may cause contamination or pollution to enter the system. We are responsible for enforcing cross-connection control regulations and insuring that no contaminants can, under any flow conditions, enter the distribution system. If you have any of the devices listed below please contact us so that we can discuss the issue, and if needed, survey your connection and assist you in isolating it if that is necessary.

- Boiler/ Radiant heater (water heaters not included)
- Underground lawn sprinkler system
- Pool or hot tub (whirlpool tubs not included)
- Additional source(s) of water on the property
- Decorative pond
- Watering trough

14. Additional Educational Information

Would you like to include the following description of water treatment?

Yes No

If yes, choose from one of the following. You can edit the text once you download the completed report.

- Option 1 Your water is treated in a "treatment train" (a series of processes applied in a sequence) that includes coagulation, flocculation, sedimentation, filtration, and disinfection. Coagulation removes dirt and other particles suspended in the source water by adding chemicals (coagulants) to form tiny sticky particles called "floc," which attract the dirt particles. Flocculation (the formation of larger flocs from smaller flocs) is achieved using gentle, constant mixing. The heavy particles settle naturally out of the water in a sedimentation basin. The clear water then moves to the filtration process where the water passes through sand, gravel, charcoal or other filters that remove even smaller particles. A small amount of chlorine or other disinfection method is used to kill bacteria and other microorganisms (viruses, cysts, etc.) that may be in the water before water is stored and distributed to homes and businesses in the community.
- Option 2 Your water is treated by filtration and disinfection. Filtration removes particles suspended in the source water. Particles typically include clays and silts, natural organic matter, iron and manganese, and microorganisms. Your water is also treated by disinfection. Disinfection involves the addition of chlorine or other disinfectants to kill bacteria and other microorganisms (viruses, cysts, etc.) that may be in the water. Disinfection is considered to be one of the major public health advances of the 20th century.
- Option 3 Your water is treated by disinfection. Disinfection involves the addition of chlorine or other disinfectant to kill dangerous bacteria and microorganisms that may be in the water. Disinfection is considered to be one of the major public health advances of the 20th century.
- Option 4 Your water is treated by adsorption, accomplished by passing the water through a substance, such as activated carbon or alumina, to the water supply. Adsorbents attract contaminants by chemical and physical processes that cause them to "stick" to their surfaces for later disposal.
- Option 5 Your water is treated by ion exchange, passing the water through a resin to remove charged inorganic contaminants like arsenic, chromium, nitrate, radium, uranium, and excess fluoride by exchanging them for harmless charged ions on its surface.

iWriter – 14. Additional Educational Information

14. Additional Educational Information

Would you like to include a section for any additional, non-required information? (It will initially be titled "Other Information". You will have the option of changing the title if you desire.)

Yes No

Title

Other Information

iWriter – 15. Create Report!

15. Create Report

Congratulations!

You have finished entering information and can start defining the content of the report. Creating your report is divided into 3 parts:

- Review the data. The program will review all the data you've entered for any missing or incorrect information. If there is any you'll be able to click a link that will take you right to the page where you can fill in the necessary information.
- Report language summary. You will see a list of all the report sections you are either required or have selected to include. You can use the "Back" and "Next" buttons to cycle through the list or click the appropriate "Edit" link to edit an individual item.
- View/Download the report. Once you've entered text for all of the report sections you will see a "View/Download Report" button. Clicking this will take you to a page where you can download the report in a variety of formats as well as preview it online

Click "Next" to start creating your report.

You are **almost** done. *Click next*

iWriter – finishing the report

15. Create Report - Data Review

This page is a review of all the information you've entered. Listed below are all the items where the information you've supplied is either missing or incomplete. Clicking the edit link next to an item will take you to the appropriate page.

There is no missing or incomplete information.

[< Back](#)

[Next >](#)

iWriter – finishing the report

When all required information has been entered the “Report” button will be shown. Click the *Report* button to view or download the report

***** IMPORTANT *****

Information must be provided for each section in order to access the report.
Click the "Report" button to view or download the report.

[Report](#)

Section	
Section Title	Text Entered
Is my water safe?	Yes [Edit]
Do I need to take special precautions?	Yes [Edit]
Where does my water come from?	Yes [Edit]
Source water assessment and its availability	Yes [Edit]
Why are there contaminants in my drinking water?	Yes [Edit]
How can I get involved?	Yes [Edit]
Additional Information for Lead	Yes [Edit]

1 - 7

[< Back](#)

iWriter – finishing the report

15. Create Report - View Report

View/Download Report

View/Print CCR	CCRiWriter_Report_81179
Download CCR (DOC)	CCRiWriter_Report_81179.doc
Download Certificate Form (PDF)	Certificate Form !!!

WA DOH CCR Certification Form

You can easily preview and print your report by clicking the View/Print option. If you want to edit the report you can download it using the DOC option. It should then be editable in most current word processors. Along with the report we have provided a certificate form you can download. You can fill it out and send it to your primacy agency along with a copy of your CCR.

Once you've completed and and downloaded your Consumer Confidence Report click Next to view the final page.

CCR Reporting

If you didn't report it, it didn't happen...



No later than the date the system is required to distribute the report to its customers, each community water system must mail a copy of the report to the Authority, followed within three months by a certification that the report has been distributed to customers, and that the information is correct and consistent with the compliance monitoring data previously submitted.

[WA DOH CCR Certification Form](#)

Distributing your CCR

CCR must be distributed by July 1!

- Mail or otherwise directly deliver a copy of the report to each customer
- Make **good faith effort** to reach consumers who do not get bills
- Retain copy of the report for a minimum of 5 years
- Make report available to the public upon request

[WA DOH Chapter 246-290 WAC](#)



Distributing your CCR

There are six CCR delivery methods that EPA has identified as meeting the “direct delivery” requirement, so long as the system is providing the report directly to each customer.

1. Mail – paper copy
2. Mail – notice that CCR is available on website
3. Email – direct URL to CCR*
4. Email – CCR sent as an attachment to the email*
5. Email – CCR sent as an embedded image in an email*
6. Additional electronic delivery that meets the “otherwise directly deliver” requirement**

Distributing your CCR

- Mail
 - Water system mails to each 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
 - 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
- Email
 - Water system emails to each customer a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet
 - Can be as an attachment to the email or embedded into the email as embedded image
- Direct Delivery
 - Door to door

Distributing your CCR

- You should perform outreach to your customers prior to electronic delivery each year.
- **Outreach vs. Delivery?**
 - **Outreach** is when a CWS contacts customers to tell them that they will be changing the delivery format of their CCR, or asking the customer's opinion about delivery. This can be done at any time and there are no regulatory requirements surrounding outreach.
 - **Delivery** is the regulatory requirement to directly deliver the CCR to all bill-paying customers and make a good-faith effort at reaching non bill-paying consumers. There are specific requirements associated with direct delivery. For more information see EPA's 2013 CCR Delivery Options Memo.

What Are the Top Ten Things to Remember When Utilizing Electronic Delivery?

- 1** Delivery is your responsibility! A CWS must certify distribution of the CCR to all customers to their primacy agency. CWSs will need to use a combination of delivery methods to best reach customers in their service area.
- 2** Know your customer base! Customer surveys show preferences are split between wanting electronic versus mail delivery of the CCR. Be sure to communicate with your customers to find out their preferences.
- 3** Give customers a heads up and an option! Inform customers of the change in delivery approach before beginning electronic delivery of your CCR to customers. Remember that it is a requirement to include an option for customers to elect to receive a paper CCR.
- 4** Tell everyone, all the time! A CWS mailing a direct URL should display the direct URL on all mailings.
- 5** Know your costs! You may not see delivery savings in the first year, and it may take a few years for people to become comfortable with electronic delivery and to maximize participation.
- 6** Catch your customers' attention! Include a short message in outreach and notification materials to encourage readership of the CCR.
- 7** Be aware of email pitfalls! If an email bounces back, resend the CCR by an allowable alternative means. Keep email databases up-to-date.
- 8** Make it bold! Make it short! The direct URL should be in typeface that is at least as large as the largest type on the billing statement or other mailing notification. You should also create a short, easy-to-type direct URL.
- 9** Keep a record! Remember your customers' delivery preferences for future CCR deliveries.
- 10** Remind auto-pay customers! To ensure that e-bill and auto-pay customers are aware of their CCR, a CWS should send a separate CCR notification email.

Publishing the report

1

A violation column – Many CWSs provide a violation column so that customers can easily identify contaminants that were above drinking water standards.

2

A legible font – Use text that does not contain calligraphy (for example, Times New Roman, Arial or equivalent). Center all columns except for the Contaminant column. This makes your CCR easier to read.

3

Color – Shade each row to make the table easier to read. Try alternating shades of the same base color in each table or contaminant category. Pick colors so that the CCR can be easily viewed in all formats. For example, printed in black and white. Use color combinations that someone who is colorblind can see (such as, avoid red and green combinations).

4

More stringent state standards – Identify instances where your state has set a more stringent drinking water standard than federal standards.

5

Additional information – In addition to using the required terms, also use “plain English.” For example, use “Highest Level Allowed” in addition to “Maximum Contaminant Level.” The goal is to express information clearly.

6

A “Table Key” – Include a table key on the same page as the table if possible. Remember, required definitions such as the Maximum Contaminant Level (MCL) and Maximum Contaminant Level Goal (MCLG) must be included.

Figure 6. CCR Detected Regulated Contaminants Table showing best practices.

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 Test Levels Were Less Than	# of Tests With Levels Above EPA's Action Level	Violation	Typical Sources
Lead	90% 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
INORGANIC CHEMICALS						
Contaminant	Highest Level Allowed (EPA's MCL)	Ideal Goal (EPA's MCLG)	Highest Result	Range of Test Results	Violation	Typical Sources
Barium	2 ppm	2 ppm	2.5 ppm	0.022 - 2.5 ppm	YES	Discharges from drilling wastes
Chromium	100 ppb	100 ppb	2 ppb	0 - 2 ppb	NO	Discharge from steel or pulp mills
Fluoride	2 ppm*	4 ppm*	0.76 ppm	0.69 - 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
BACTERIA IN TAP WATER						
Contaminant	Highest Level Allowed (EPA's MCL)	Ideal Goal (EPA's MCLG)	Highest Monthly Percentage of Samples With Total Coliform Present	Violation	Typical Sources	
Total Coliform (for systems that collect ≥40 samples/month)	5% of monthly samples are positive	0	0.60%	NO	Naturally present in the environment	
Contaminant	Highest Level Allowed (EPA's MCL)	Ideal Goal (EPA's MCLG)	Highest Monthly Number of Samples Containing Total Coliform	Violation	Typical Sources	
Total Coliform (for systems that collect <40 samples/month)	1 sample contains total coliform	0	2	YES	Naturally present in the environment	

*EPA's MCL and MCLG is 4 ppm, but [STATE] has set a lower MCL and MCLG which improves public health protection.

How to Read the Water Quality Data Table
EPA establishes 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 regulatory limits. Substances not detected are not included in the table.

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.

Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a system must follow.

Units in the Table: ppm is parts per million (or 1 drop in 1 million gallons), ppb is parts per billion (or 1 drop in 1 billion gallons)

Health Effects

Barium: Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure.

Total Coliform: Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

Publishing the report – best practices

Figure 11. Checkbox for customers to elect to continue receiving a paper CCR.

Please check the box if you would prefer a paper copy of your annual water quality report delivered to your home.

Por favor, haga una marca en el encasillado si prefiere recibir a través del correo una copia de su más reciente reporte de calidad de agua.

Figure 12. Direct URL notification, including a short message to encourage readership of the CCR.

In 2014, Anytown Water detected 53 contaminants in the drinking water and 5 of them were above the EPA accepted level for drinking water. The Anytown annual water quality report is available online at <http://www.anytownwater.org/2014waterreport.pdf>.

Durante el año 2014 Anytown Water detectó 53 contaminantes regulados en el agua potable. Cinco de los contaminantes detectados en el agua potable reflejaron niveles que exceden los límites legales establecidos por la EPA. Puede ver en línea el informe anual de la calidad del agua de Anytown Water visitando la página del Internet: <http://www.anytownwater.org/2014waterreport.pdf>.



Publishing the report – what to avoid

1

Do not select background colors or graphics that make the table text hard to see or lead the eye away from the text.

2

Do not leave out gridlines or other visual organizing elements.

3

Do not mix font sizes and styles within one category of information.

4

Do not mix text alignments within one column of information.

You want your CCR contaminant table to be eye-catching, easy to read and understandable.

Figure 7. Example CCR Contaminant Table that needs improvement.

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	0.52 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	Result	Source
Barium	2 ppm	2 ppm	1.5 ppm	Discharges from drilling wastes
Chromium	100 ppb	100 ppb	2 ppb	Discharge from steel or pulp mills
Fluoride	2 ppm*	2 ppm*	0.76 ppm	Erosion of natural deposits or water additive
Nitrate	10 ppm	10 ppm	3.8 ppm	Runoff from fertilizer use

Group Discussion

What is your preferred method of communicating water quality information to consumers?

Have you ever received feedback from customers regarding your CCR or Water Quality report?

**Do customers reach out about water quality in general?
What do they ask/comment about?**

EPA Rule Revisions

- Improves readability, clarity, understandability
- Enhance risk communication
- Encourage electronic delivery
- Provide full translation
- Reports issued 2x a year for larger systems (10,000+ population)
- States submit compliance monitoring data to EPA

Poll

Are you interested in RCAC's assistance putting together your CCR at no cost to you?

If so, please reach out!!!

& Keep an eye out for upcoming *free* CCR webinars



Helpful Links ☺

National

- [Consumer Confidence Reports \(CCRs\) - ASDWA](#)
- [Safe Drinking Water Act: Consumer Confidence Reports \(CCR\) | US EPA](#)
- [How Water Systems Comply with the CCR Requirements | US EPA](#)
- [CCR iWriter Tool](#)
- [Consumer Confidence Reports | Public Water Systems | Drinking Water | Healthy Water | CDC](#)
- [Federal Register :: National Primary Drinking Water Regulations: Consumer Confidence Report Rule Revisions](#)
- [Consumer Confidence Reports | NSF](#)

Washington

- [Water Quality Reports - Washington Water \(wawater.com\)](#)
- [WA DOH Drinking Water System Search](#)
- [Washington Administrative Code \(WAC\)](#)
- [Preparing a Consumer Confidence Report \(CCR\) | Washington State Department of Health](#)
- [Consumer Confidence Reports Frequently Asked Questions | Washington State Department of Health](#)
- [Source Monitoring Waivers | Washington State Department of Health](#)

More Helpful Links ☺ (images are live links)



Each community water system (CWS) provides an annual water quality report to its customers. This annual water quality report is also called a Consumer Confidence Report (CCR). The CCR includes a variety of important information about a CWS, including the drinking water source, any monitored contaminants found in drinking water, and whether a CWS meets state and federal drinking water standards. The CCR is an opportunity for CWSs to communicate with their customers and raise awareness about the source of their drinking water. CCRs also give information that allows customers to make better decisions about their health.

A CWS must deliver its CCR to customers by July 1st of each year. It must also make a good faith effort to deliver the CCR to consumers who do not directly pay water bills. This factsheet is intended to help CWSs design CCRs that better educate customers about their drinking water. It contains recommended best practices regarding the design, look and information in a CCR (Part 1). It also includes tips for successful CCR electronic delivery (Part 2). Better designed CCRs delivered in the way a customer prefers shows a CWS's commitment to both public health and the public's right-to-know. A well-designed CCR can help a CWS educate its customers about this essential service and promote involvement in protecting their drinking water.

This factsheet is divided into two sections: **Part 1** describes best practices for presenting an effective CCR; **Part 2** describes helpful tips for launching and maintaining a CCR electronic delivery program.



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CONSUMER CONFIDENCE REPORTS: REQUIRED INFORMATION

The Consumer Confidence Report (CCR) Rule (40 CFR §141.151-155; Subpart O) requires all community Public Water Systems (PWS) to prepare an annual report on the quality of their drinking water. This handout summarizes the information that must be included in each report. A PWS may include such additional information related to drinking water as the PWS deems necessary for public education consistent with, and not detracting from, the purpose of the CCR.

If you would like assistance preparing your CCR, you have the option to utilize EPA's CCR iWriter application. Please visit: https://ofmpub.epa.gov/apex/safewater/?p=140:LOGIN_DESKTOP. This application enables you to produce a complete CCR. It is a 15 step process that will prompt you for the information need for completion. For additional information, please see "Preparing Your Drinking Water Consumer Confidence Report – Guidance for Water Suppliers." (EPA Publication 816-R-09-011, April 2010) or visit: <https://www.epa.gov/ccr>.

You are required to submit a letter of certification. Certifications record CCR distribution and are mandatory. Certifications are due October 1st. They can be submitted at the same time as the CCR. Please utilize our Certification form located on our EPA Region 8 website <https://www.epa.gov/region8-waterops/reporting-forms-and-instructions-reporting-forms#ccr>.

CONTENT REQUIREMENTS FOR REPORT

- 1) **Information about the water system (40 CFR 141.153(h)(2)&(4))**
 - Name and telephone number of a person that customers can call if they have questions.
 - A listing of known PWS meetings or other opportunities for customers to participate in decisions that may affect the quality of water
- 2) **Information about the source of water (40 CFR 141.153(b))**
 - Identify the type and common name of the PWS drinking water source(s) (i.e. wells, lakes, reservoirs, etc.) For example, PWS XYZ's water comes from both surface and ground water sources. PWS XYZ uses surface water from the 123 River and has three wells in the ABC aquifer.
 - If the PWS has received a source water assessment, then the report must tell customers where to get a copy. If the source water assessment identifies areas where the PWS is susceptible to potential sources of contamination, the CCR must also include this information.
- 3) **Definitions (40 CFR 141.153(c))**

All reports must contain the following definitions:

 - **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 a margin of safety.

Final Questions and Comments



[WA DOH CCR FAQ Sheet](#)