Consumer Confidence Reports (CCRs)

Rural Community Assistance Partnership, Inc.

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

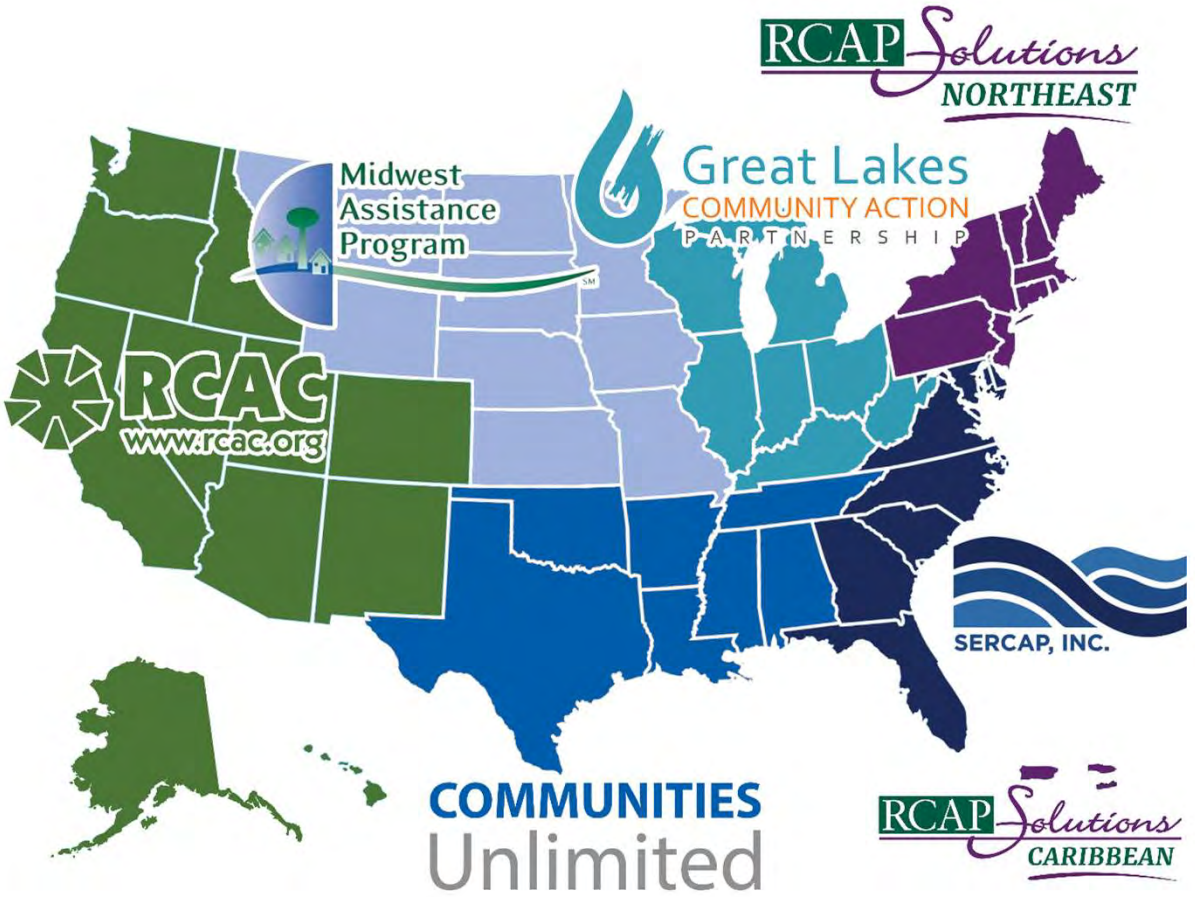
Midwest
Midwest Assistance Program
952/758-4334
www.map-inc.org

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.glrcap.org

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



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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

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Your Presenter Today

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RCAC | Environmental Programs
Small Utilities Consultant I
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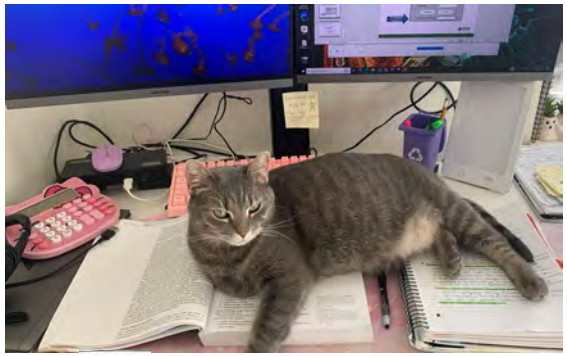
971-978-9257



Ruby

Ralph

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What is your current role at the utility?

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

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Number of years in the water or wastewater field?

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

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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

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What is a Consumer Confidence Report (CCR)?

Tells customer where their drinking water comes from

Describes which contaminants are in the water & possible health effects

CCR Benefits

Helps customer make informed decisions about their drinking water

Informs customers of need for sufficient funds to maintain water quality

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

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Who is required to prepare and distribute a CCR?

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

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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)

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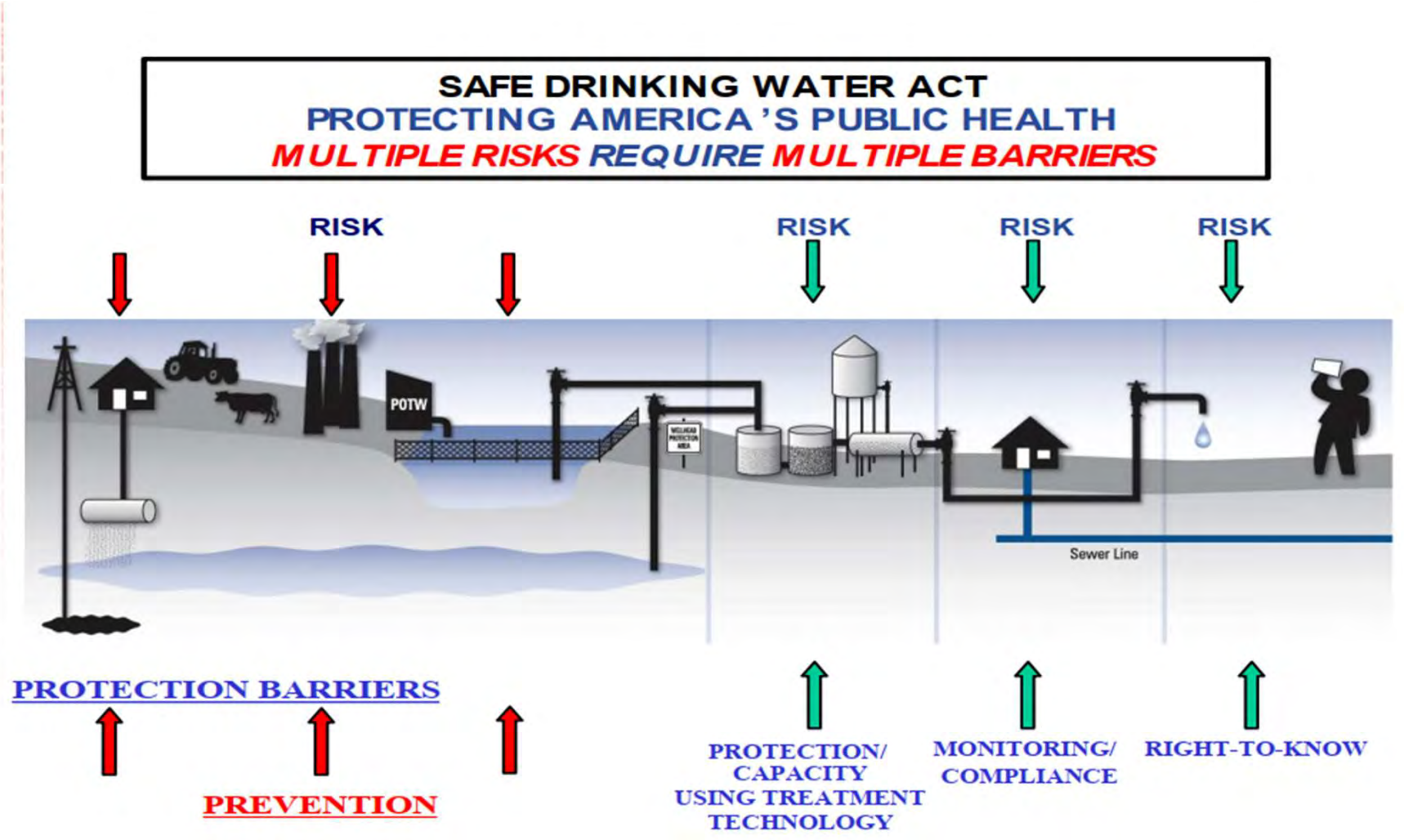
Why do we have to provide CCRs?



Time Period and Due Date

Water quality results from previous year*

Deliver to customers each year by July 1

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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

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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

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3. Definitions

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

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3. Definitions (continued)

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

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3. Definitions (continued)

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

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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

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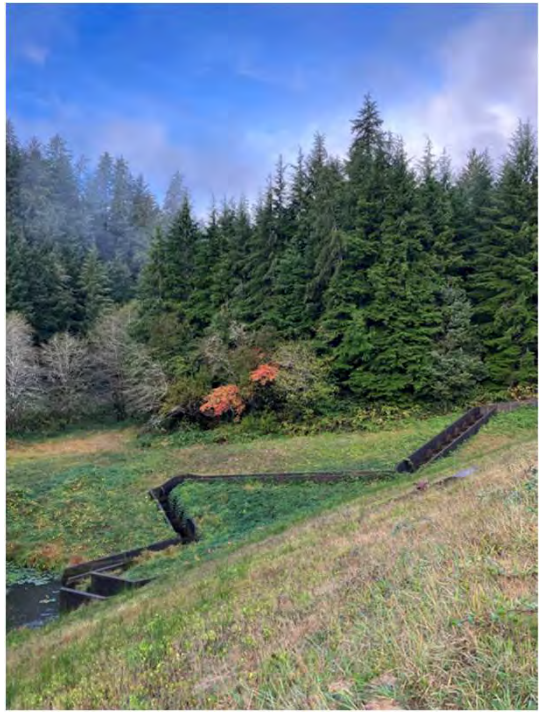
4. Detected Contaminants

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



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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

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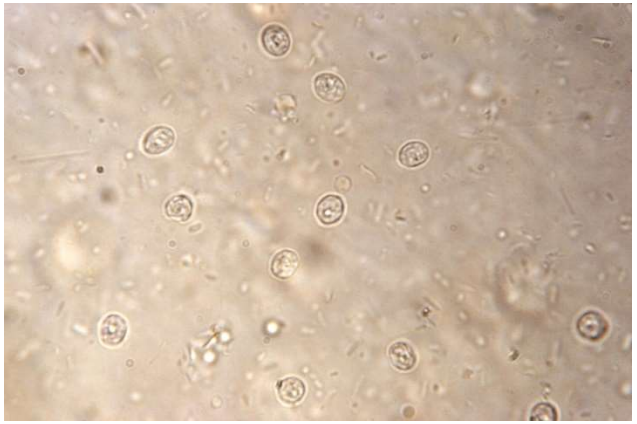
5. Cryptosporidium and Radon

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



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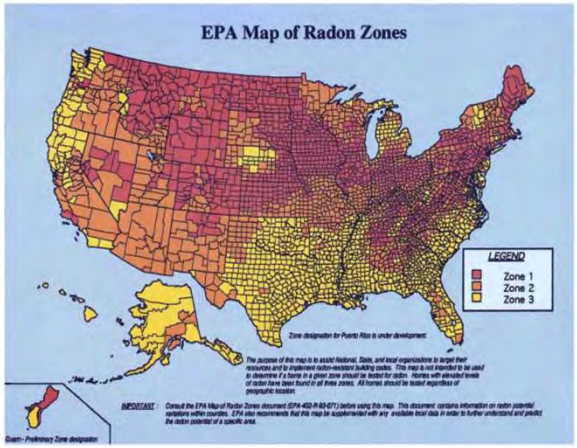
5. Radon (continued)



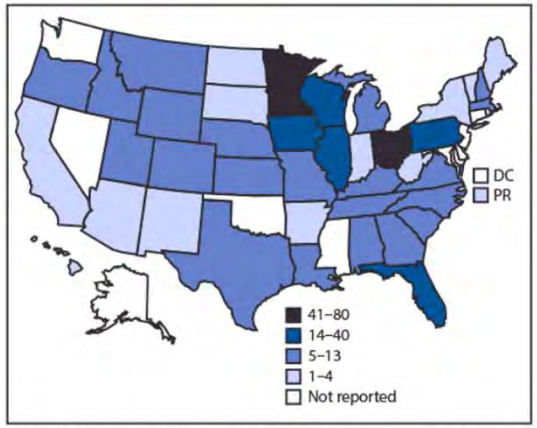
What do the colors mean?

	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

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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

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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."

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6. Violations of Standards (con't)

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

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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)."

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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."

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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 a 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).

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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

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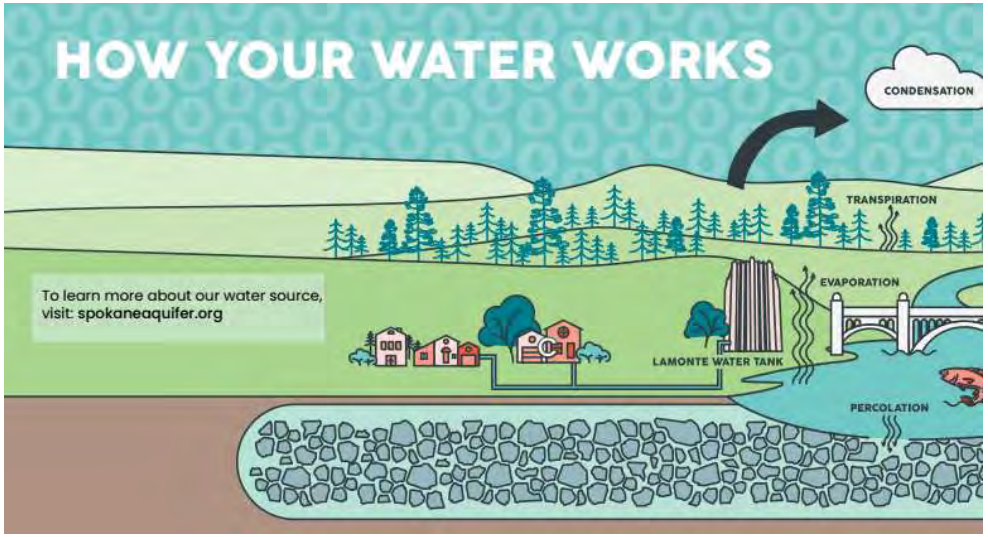
CCR Tips

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



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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

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CCR Tips

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

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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?

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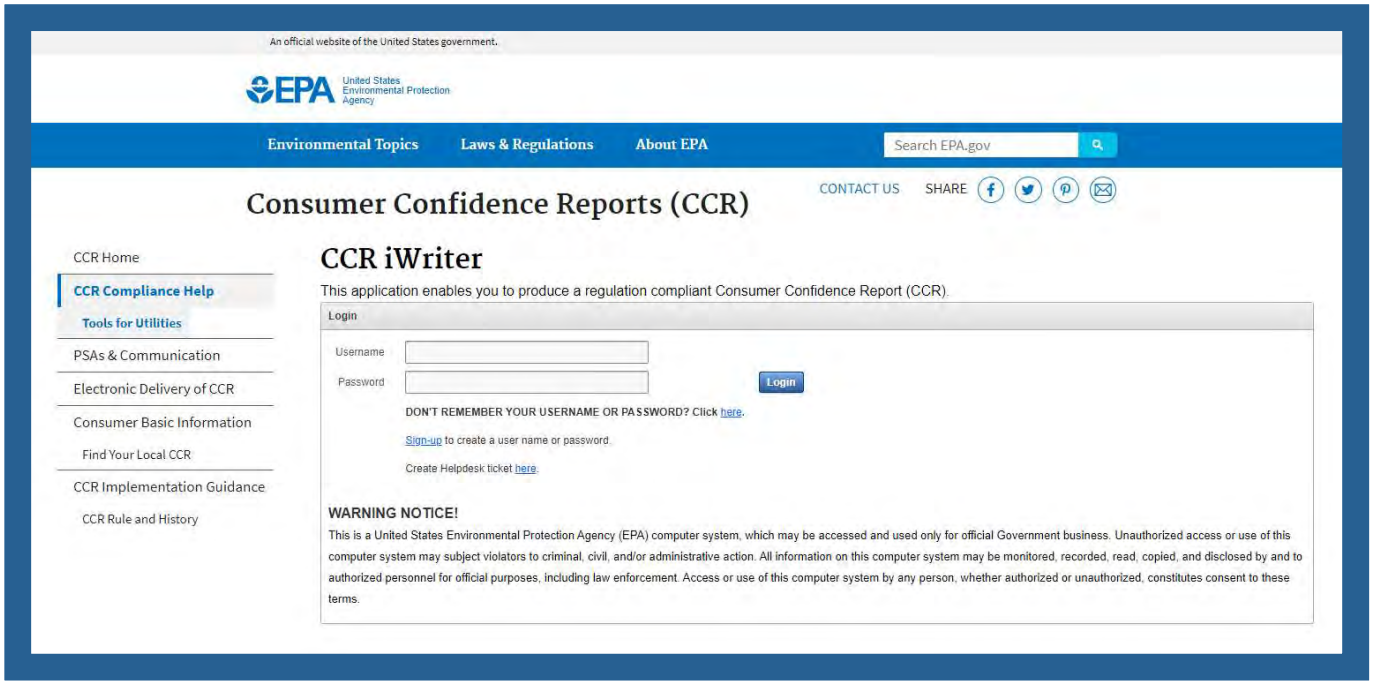
Environmental Protection Agency's CCR iWriter

Link to CCR iWriter



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EPA iWriter - benefits and creating an account

- 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

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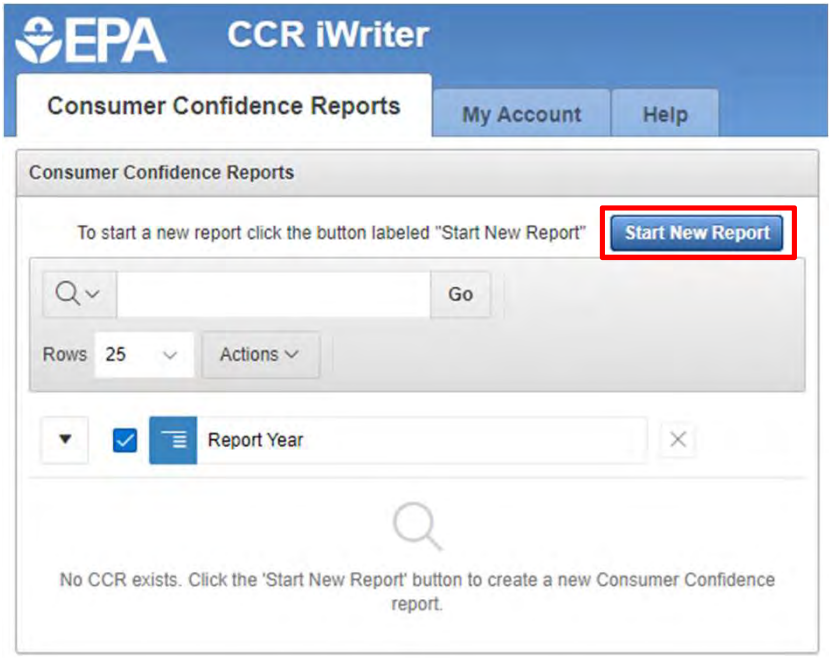
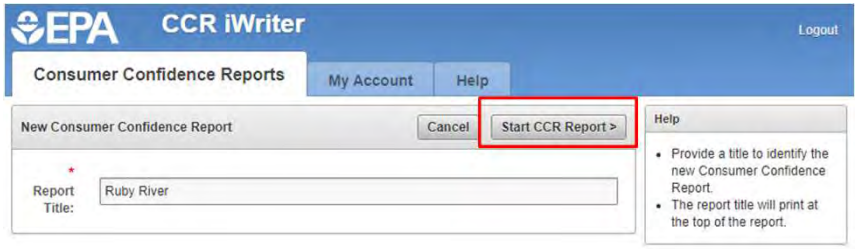
iWriter - getting started





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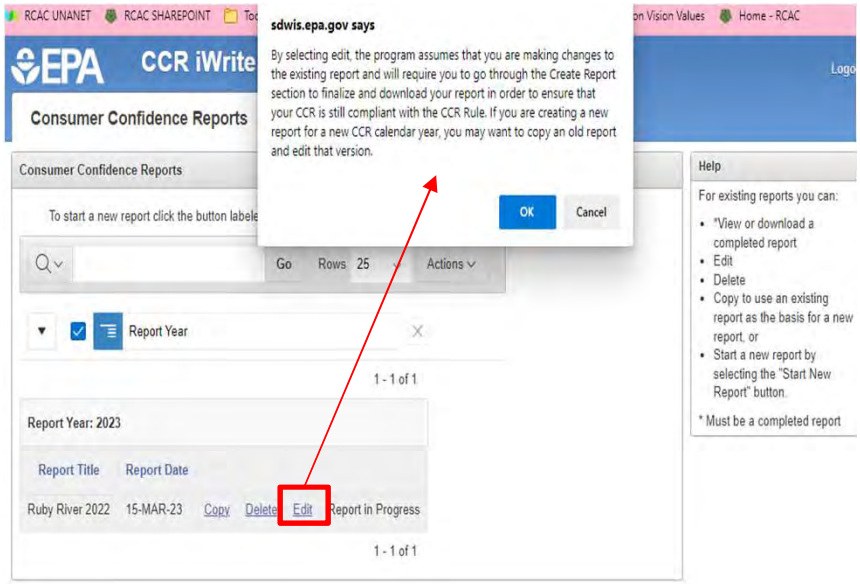
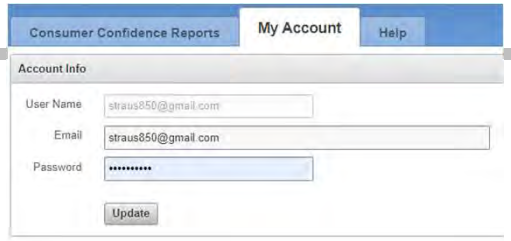
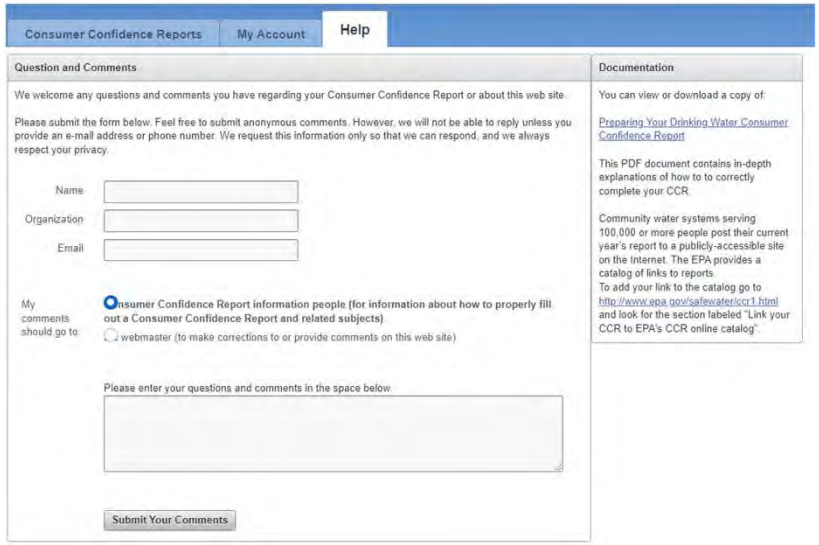
iWriter - getting started (tabs)







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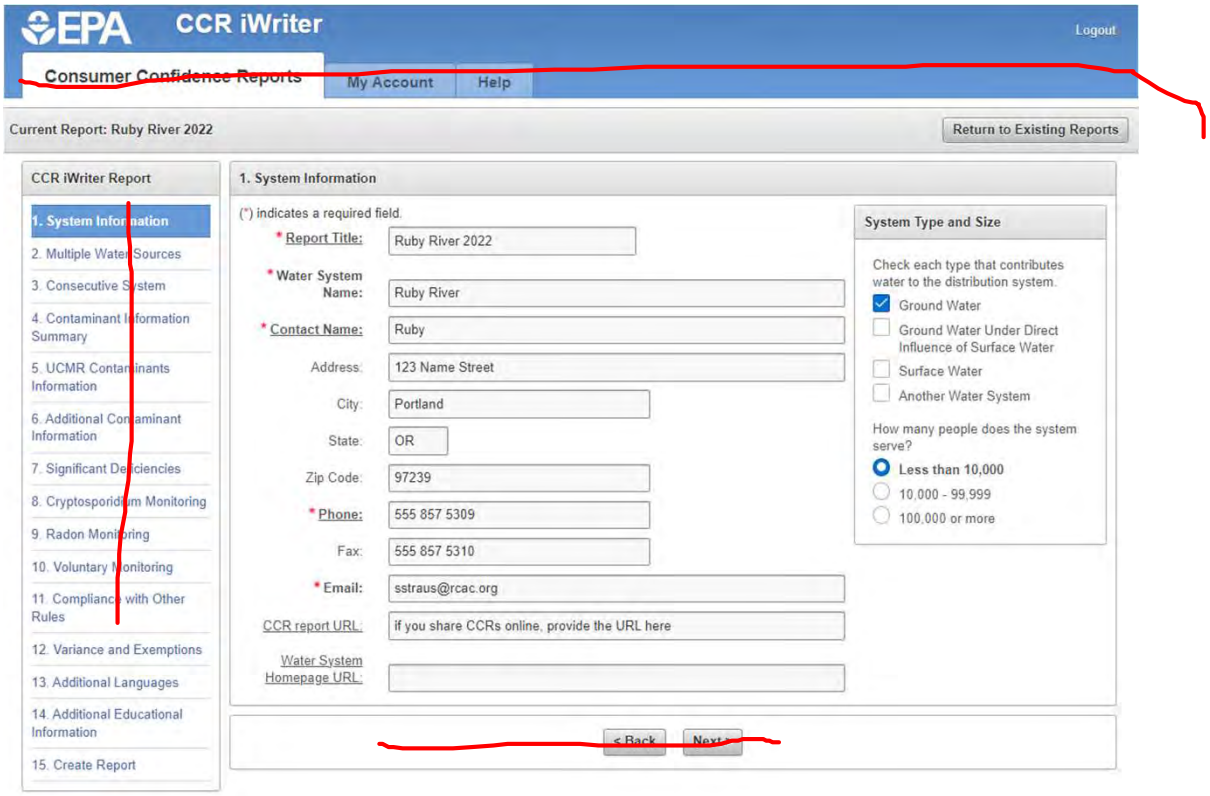
iWriter – 1. System Information



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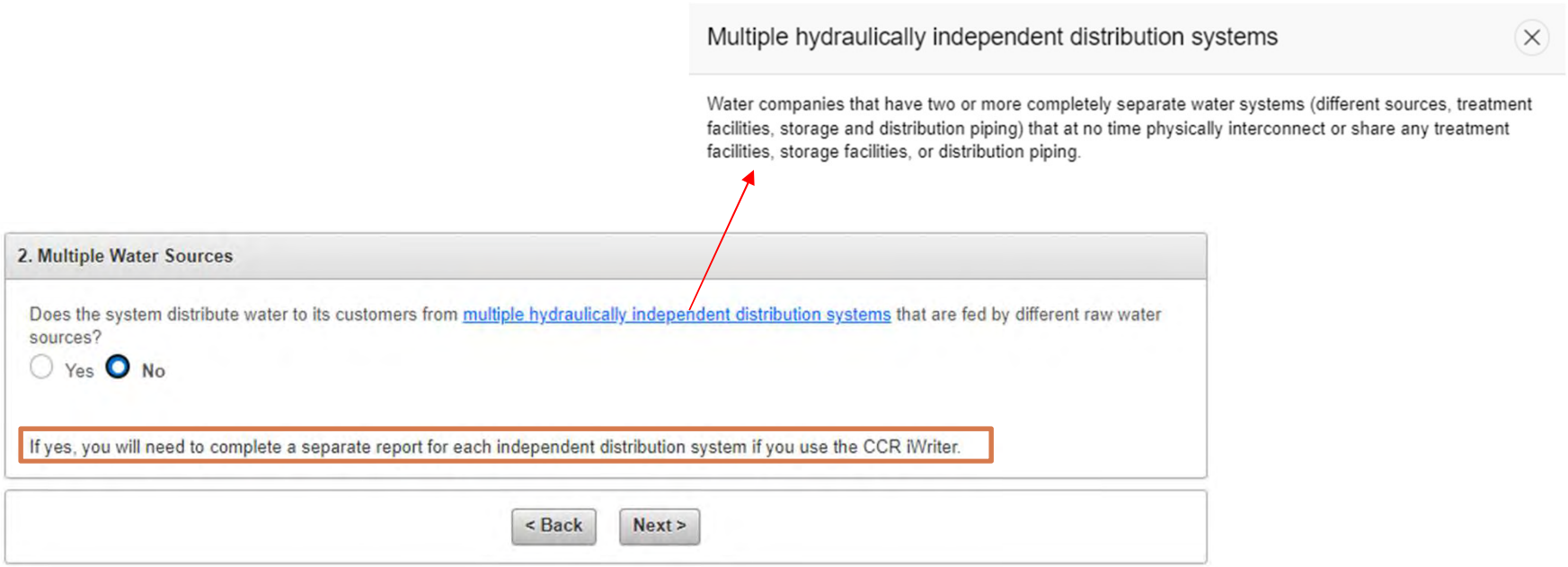
iWriter – 2. Multiple Water Sources



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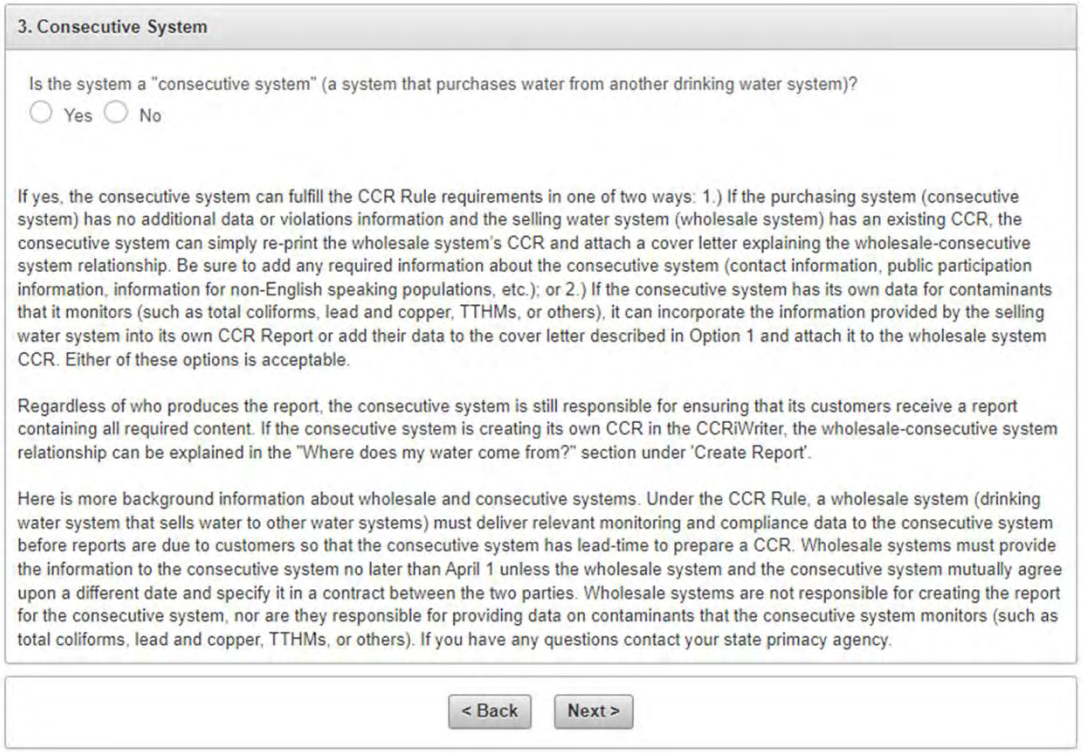
iWriter – 3. Consecutive System



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iWriter – 4. Contaminant Information Summary

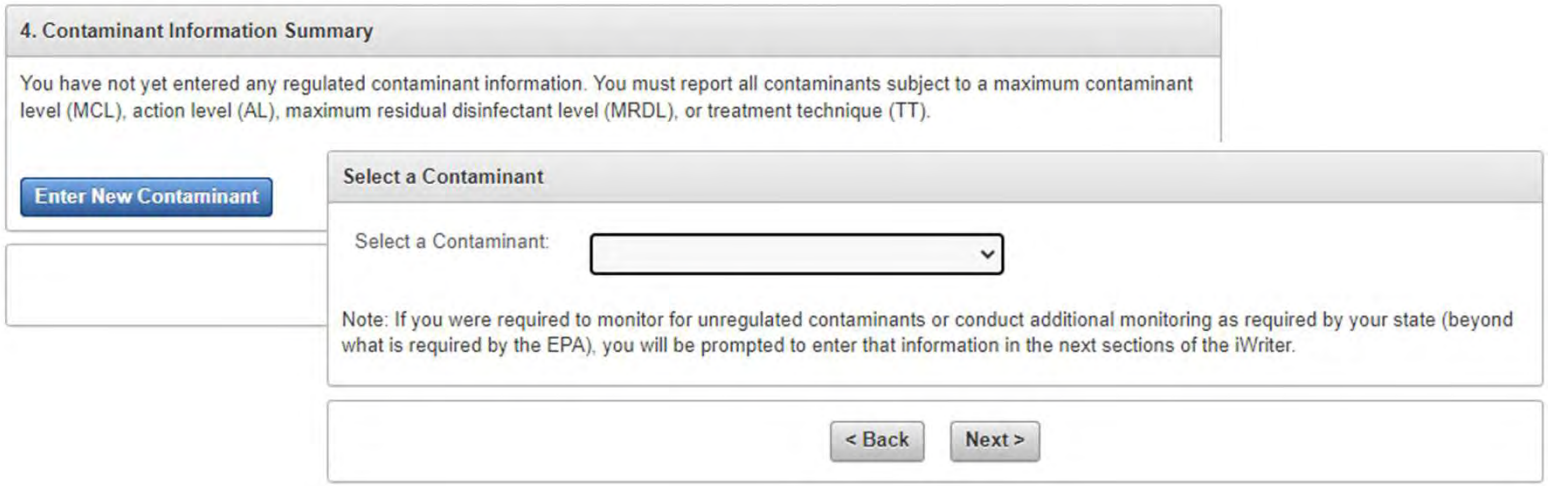

Table of National Primary Drinking Water Standards (EPA)

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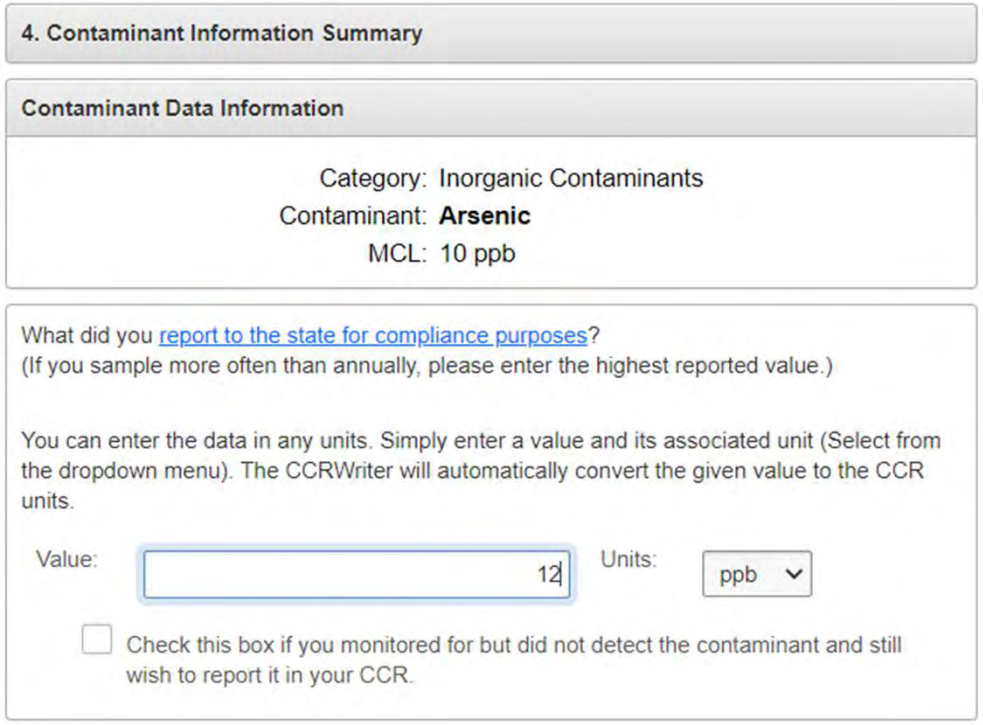
iWriter – 4. Contaminant Information Summary



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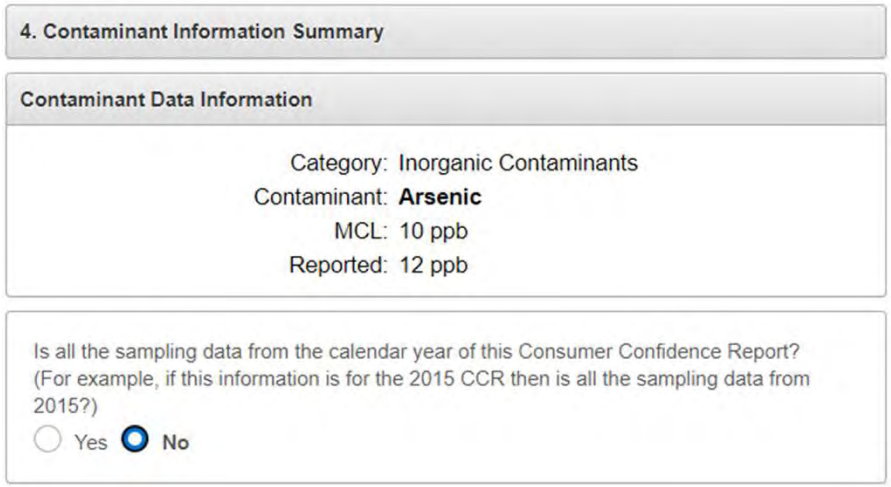
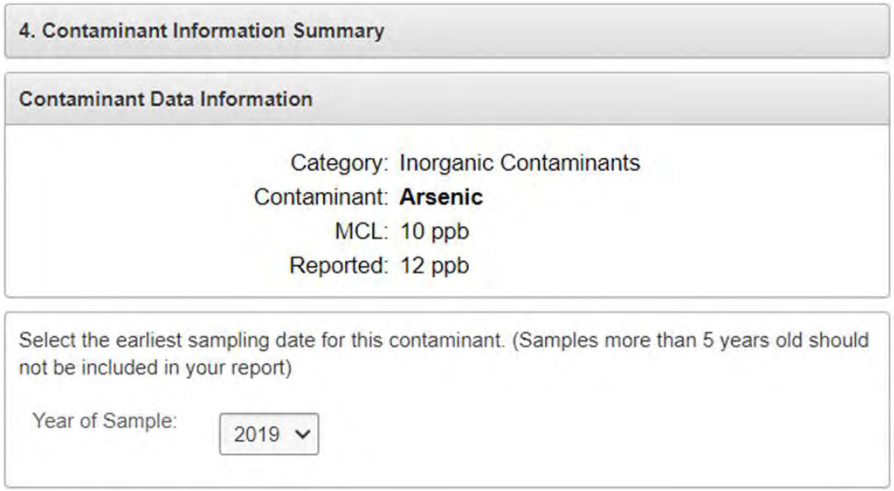
iWriter – 4. Contaminant Information Summary





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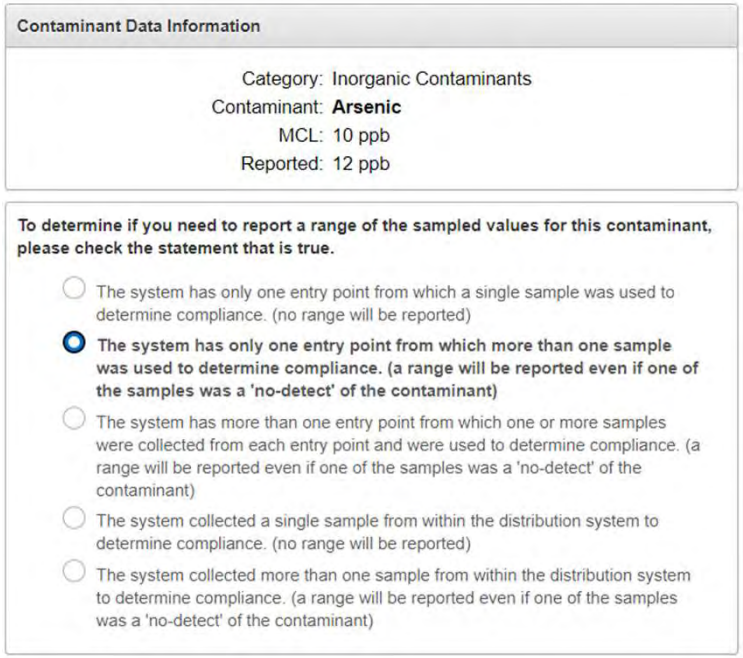
iWriter – 4. Contaminant Information Summary



Contaminant Data Information

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

To determine if you need to report a range of the sampled values for this contaminant, please check the statement that is true.

- ○ The system has only one entry point from which a single sample was used to determine compliance. (no range will be reported)
- ◉ **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)**
- ○ 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)
- ○ The system collected a single sample from within the distribution system to determine compliance. (no range will be reported)
- ○ 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)

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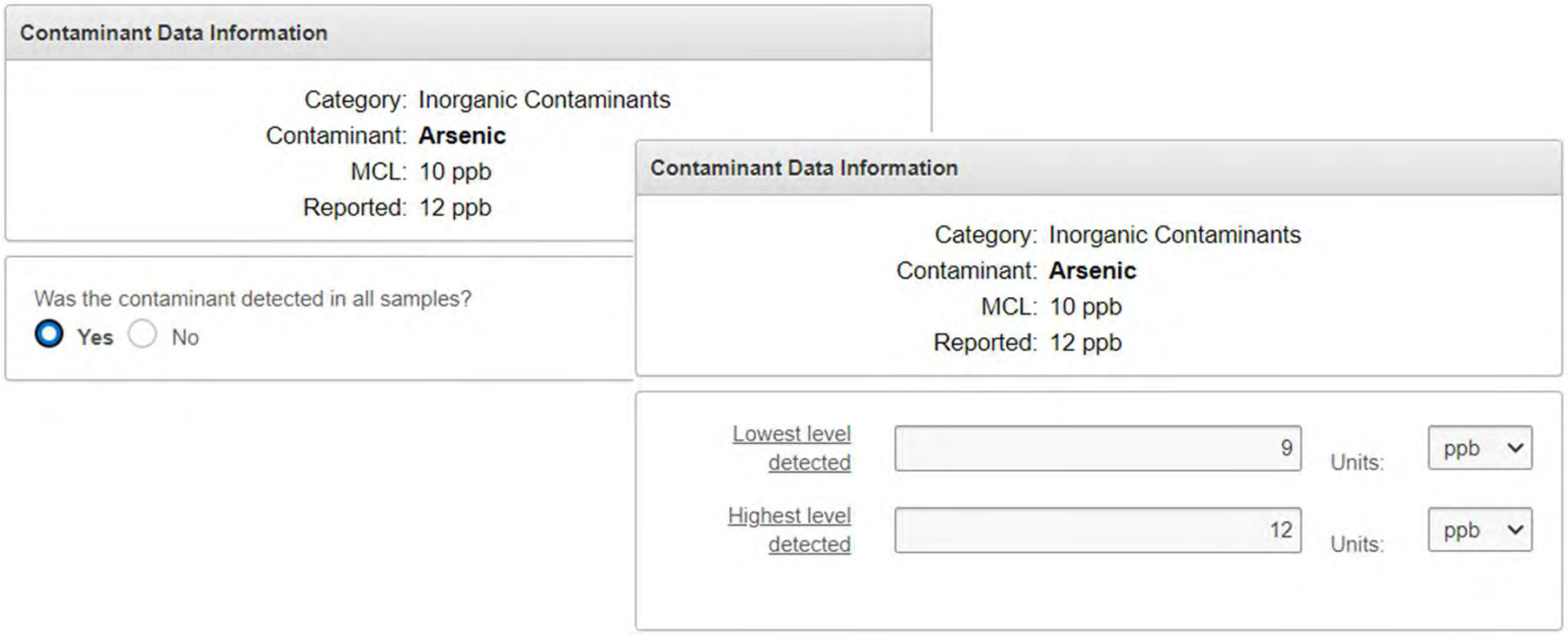
iWriter – 4. Contaminant Information Summary



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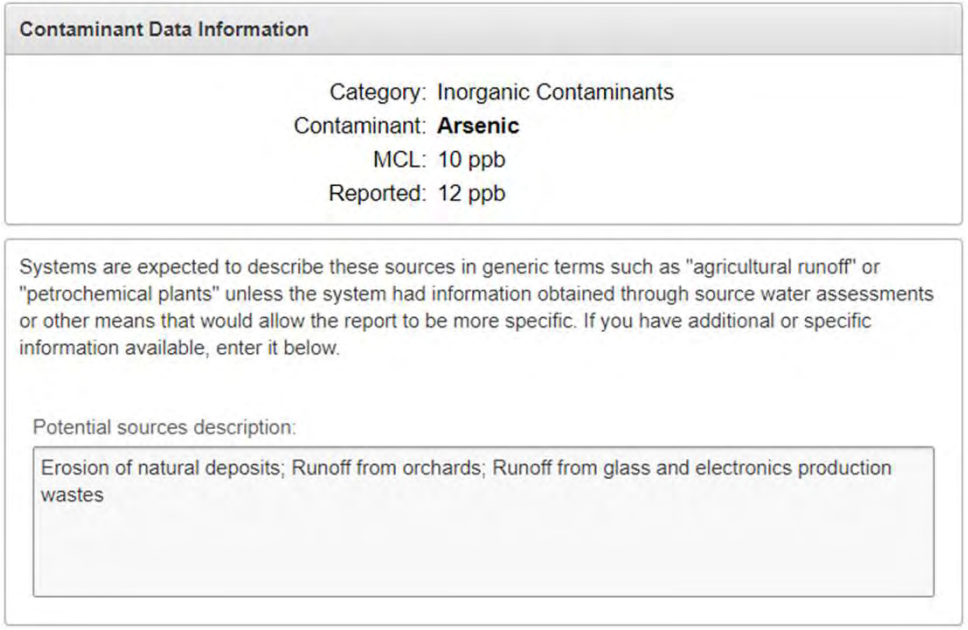
iWriter – 4. Contaminant Information Summary



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:

Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes

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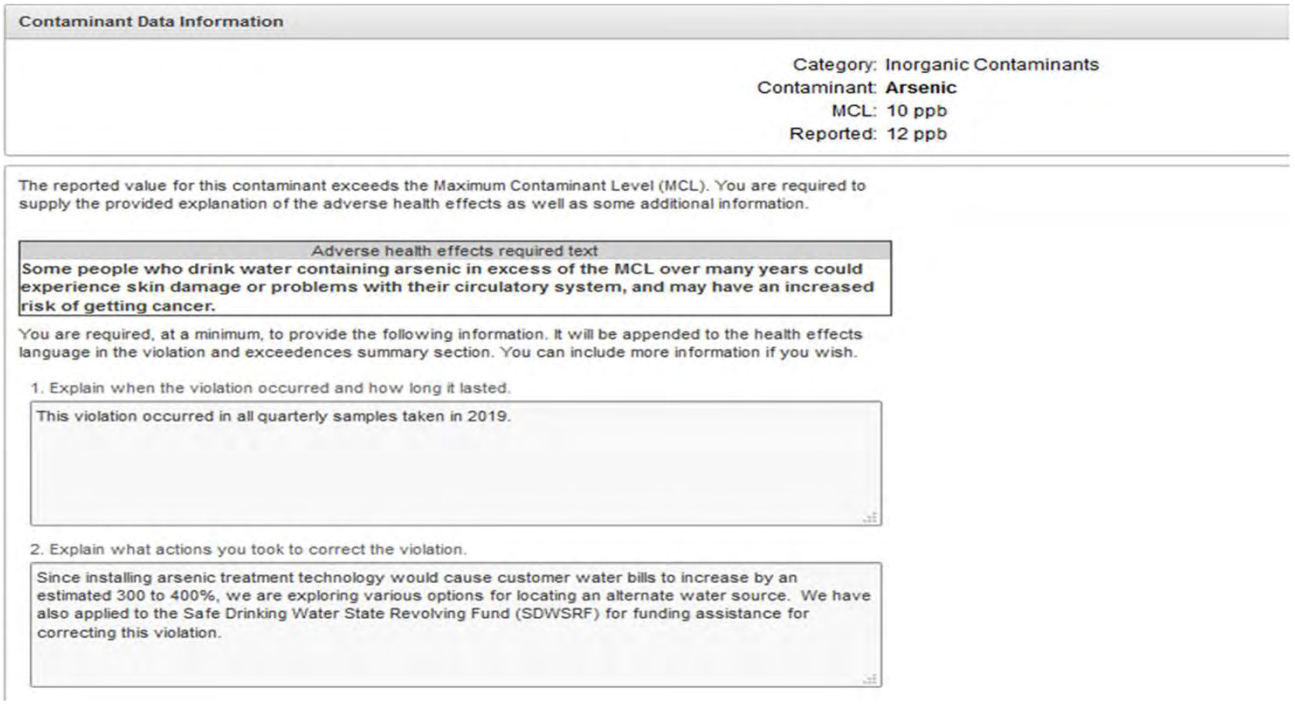
iWriter – 4. Contaminant Information Summary



Contaminant Data Information

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

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.

Adverse health effects required text

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.

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.

1. Explain when the violation occurred and how long it lasted.

This violation occurred in all quarterly samples taken in 2019.

2. Explain what actions you took to correct the violation.

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.

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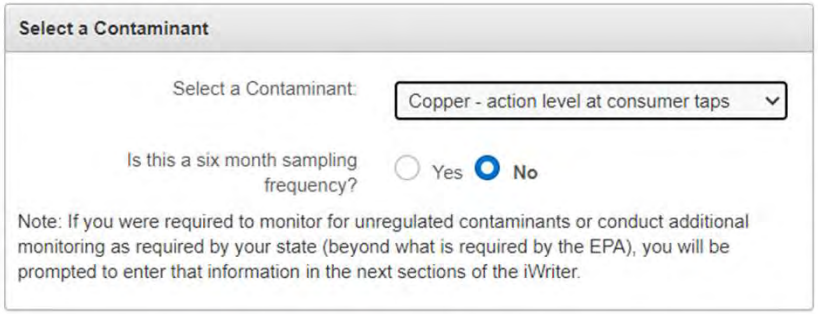
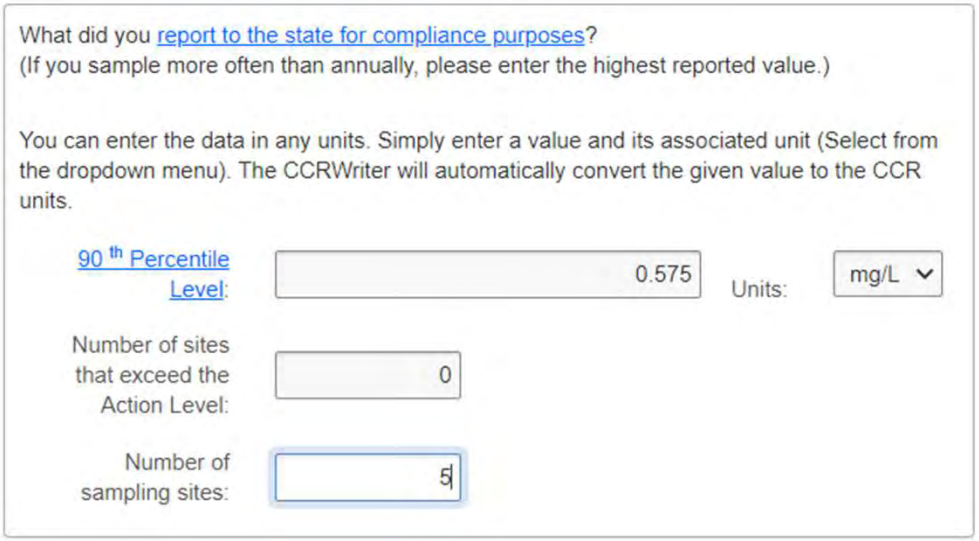
iWriter – 4. Contaminant Information Summary (Lead and Copper)





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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: 2020

Contaminant Data Information

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

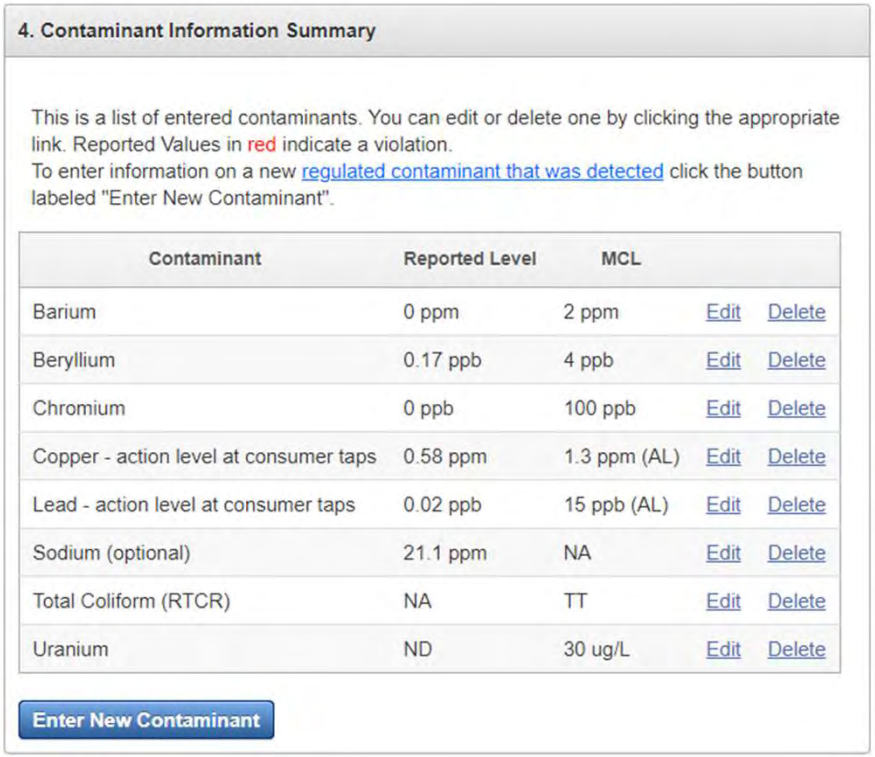
Systems are expected to describe these sources in generic terms such as "agricultural runoff" or "petrochemical plants" unless the system had information obtained through source water assessments or other means that would allow the report to be more specific. If you have additional or specific information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

Potential sources description:

Corrosion of household plumbing systems; Erosion of natural deposits

RCAC
www.rcac.org

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



4. Contaminant Information Summary

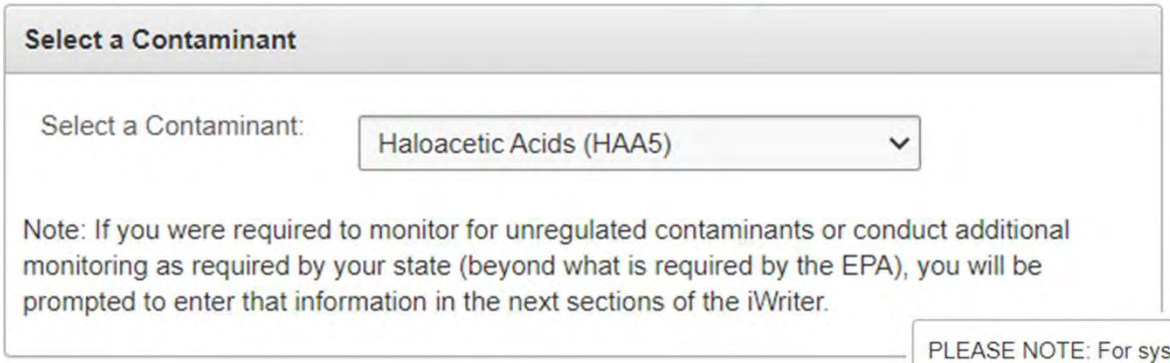
This is a list of entered contaminants. You can edit or delete one by clicking the appropriate link. Reported Values in red indicate a violation.
To enter information on a new regulated contaminant that was detected click the button labeled "Enter New Contaminant".

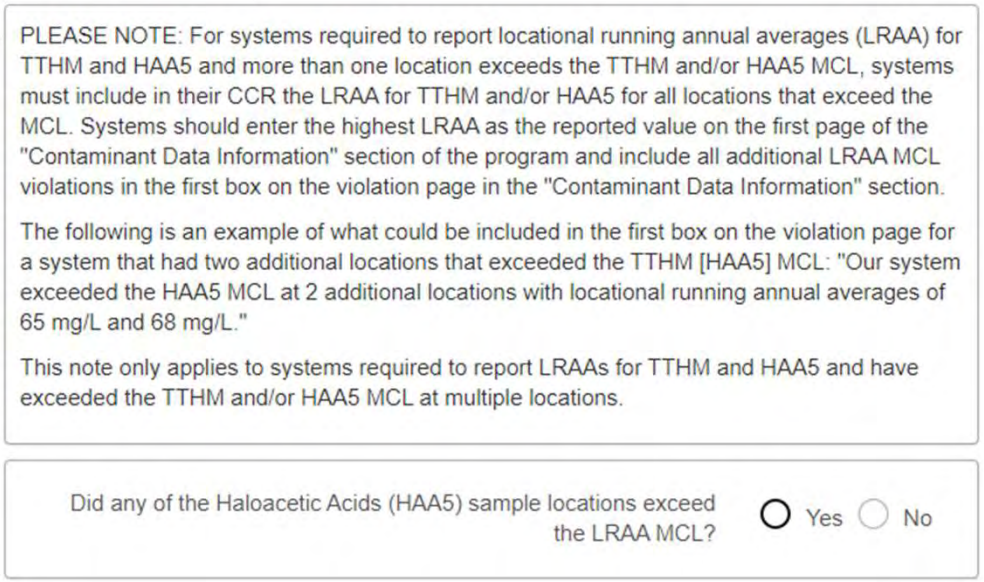
Contaminant	Reported Level	MCL		
Barium	0 ppm	2 ppm	Edit	Delete
Beryllium	0.17 ppb	4 ppb	Edit	Delete
Chromium	0 ppb	100 ppb	Edit	Delete
Copper - action level at consumer taps	0.58 ppm	1.3 ppm (AL)	Edit	Delete
Lead - action level at consumer taps	0.02 ppb	15 ppb (AL)	Edit	Delete
Sodium (optional)	21.1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

Enter New Contaminant

RCAC
www.rcac.org

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





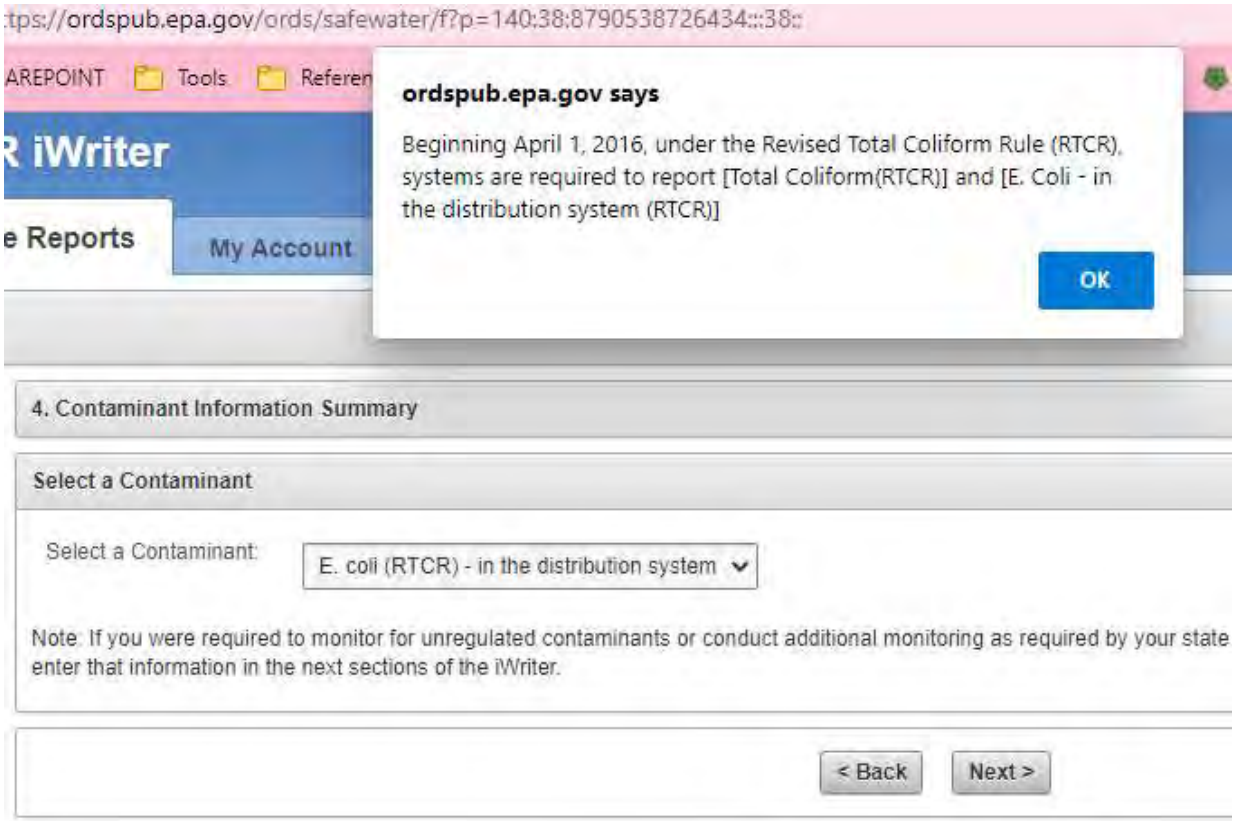
If your system chlorinates, you will enter a category of contaminants called "Disinfectants and Disinfection By-Products". This includes:

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

The same process applies to both contaminants.

RCAC
www.rcac.org

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



RCAC
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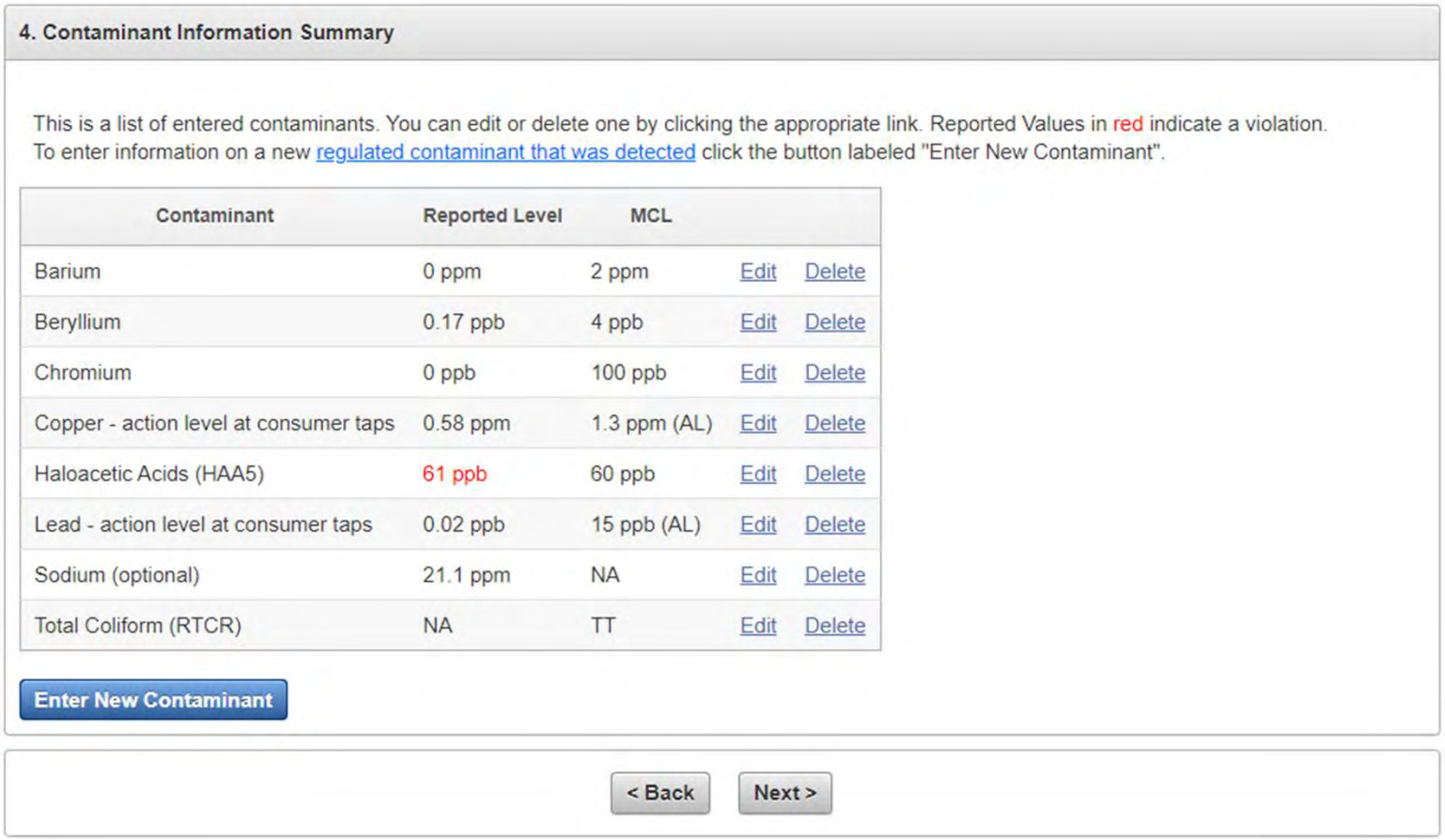
iWriter – 4. Contaminant Information Summary



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 >

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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

RCAC
www.rcac.org

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)

RCAC
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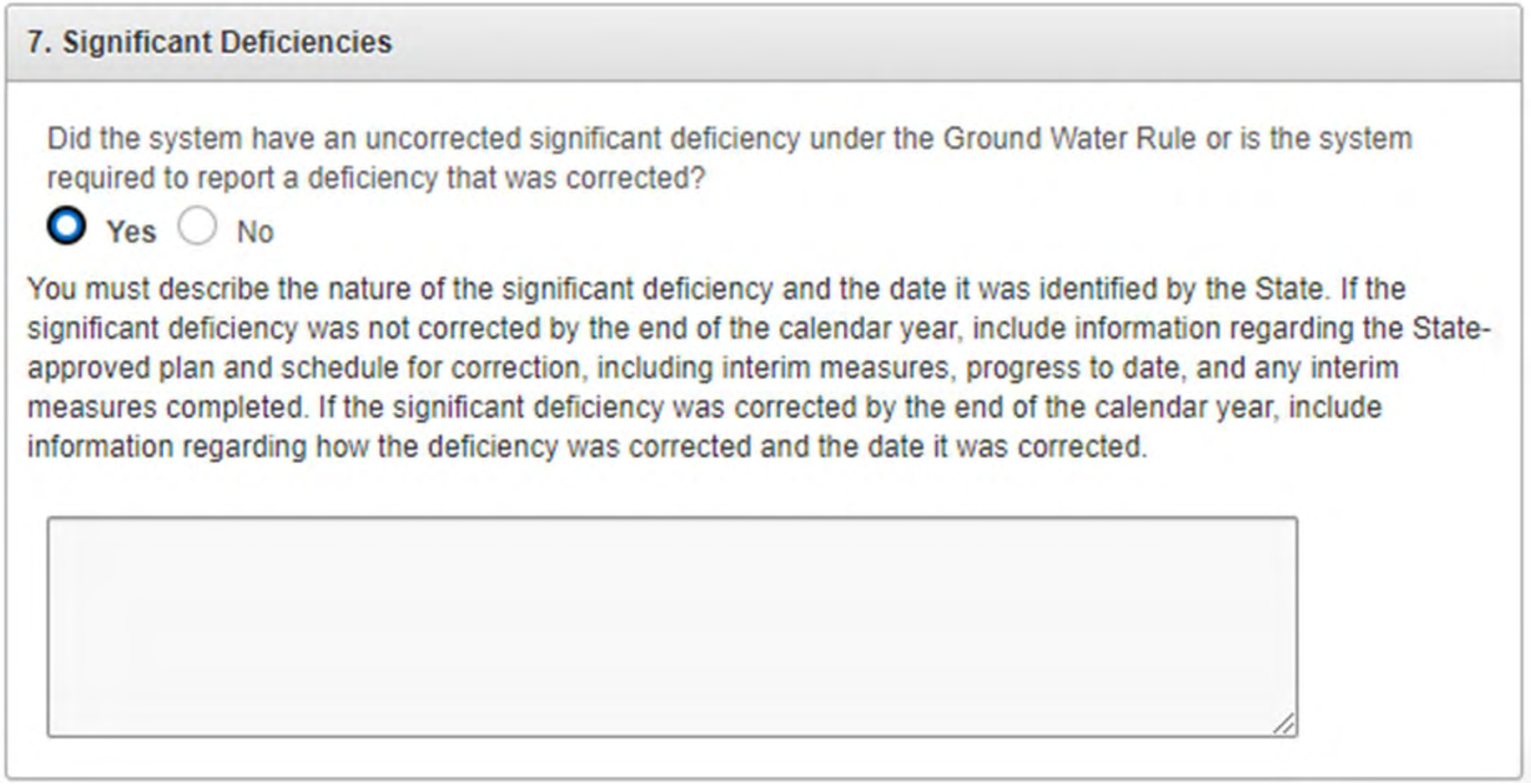
iWriter – 7. Significant Deficiencies



Ground Water Rule (GWR)
Provides protection against microbial pathogens in public water systems using ground water sources

RCAC
www.rcac.org

iWriter - 8. Cryptosporidium Monitoring

8. Cryptosporidium Monitoring

Did the system monitor for Cryptosporidium?

(●) Yes ( ) No

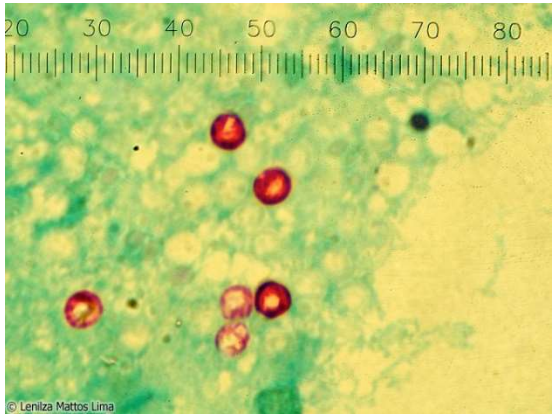
Was Cryptosporidium found in either the source water or the finished water in any of the conducted tests?

(●) 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.



RCAC
www.rcac.org

iWriter - 9. Radon Monitoring

9. Radon Monitoring

Did the system monitor for Radon?

(●) Yes ( ) No

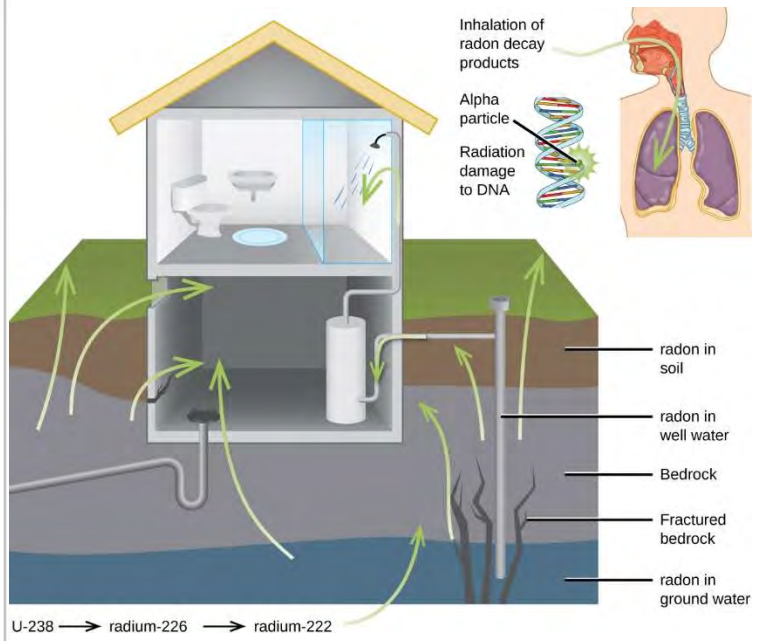
Was Radon found in the finished water in any of the conducted tests?

(●) 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).



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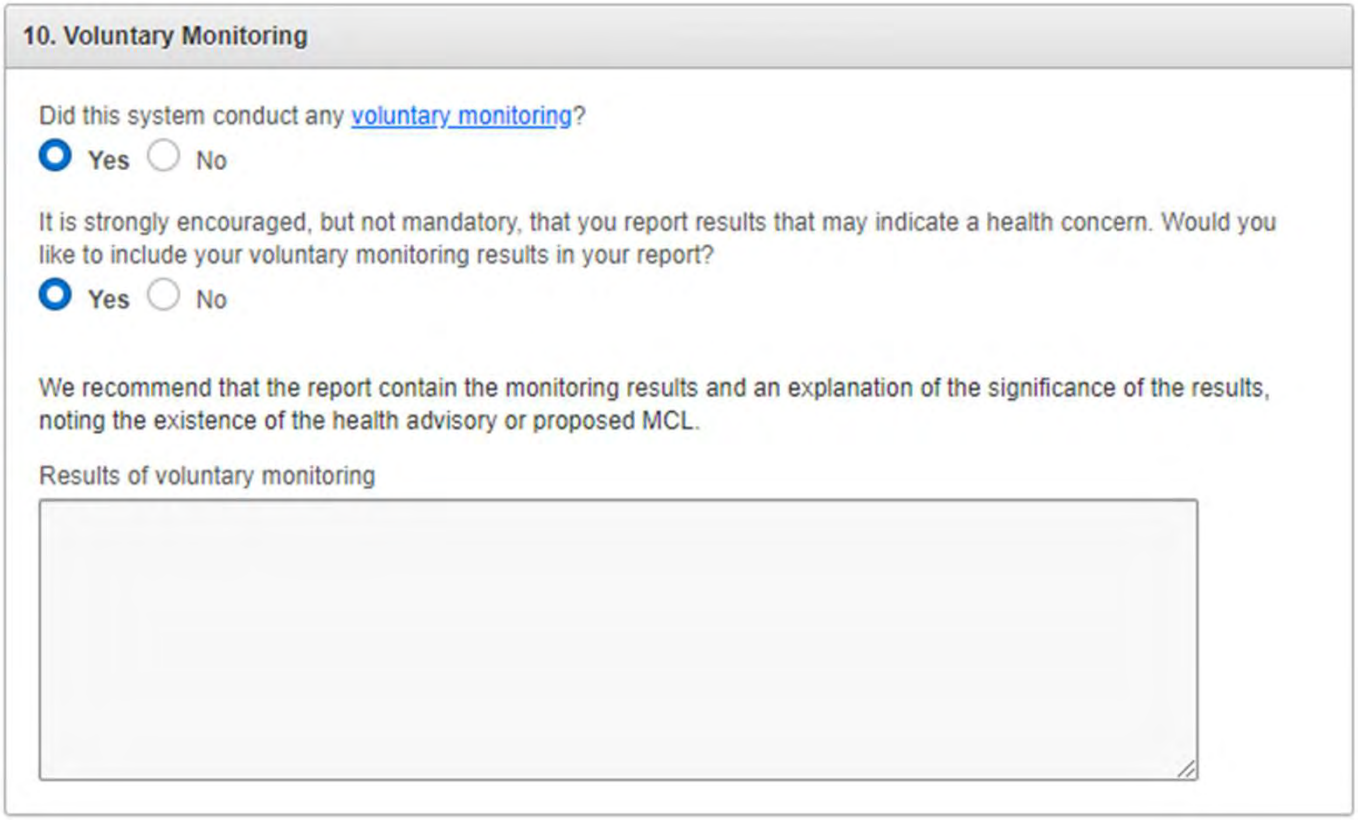
iWriter - 10. Voluntary Monitoring



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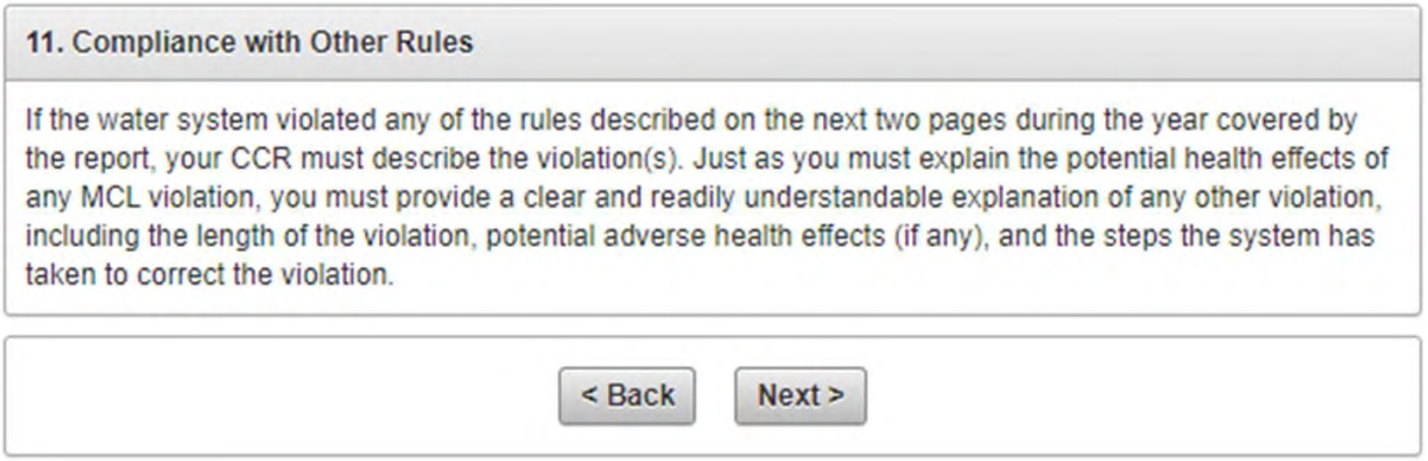
iWriter - 11. Compliance with Other Rules



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

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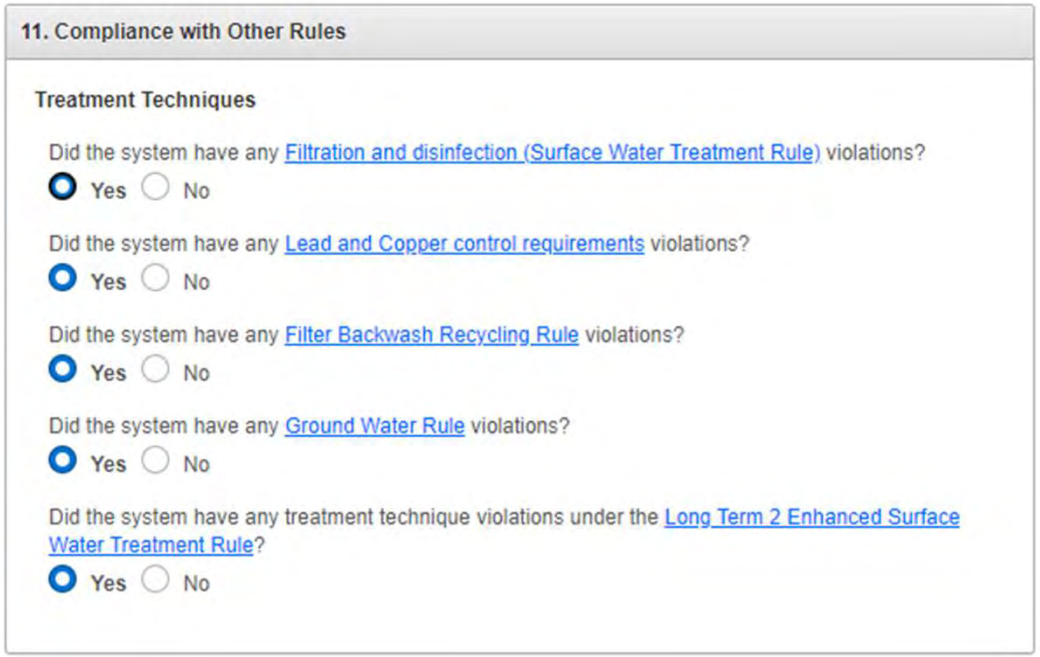
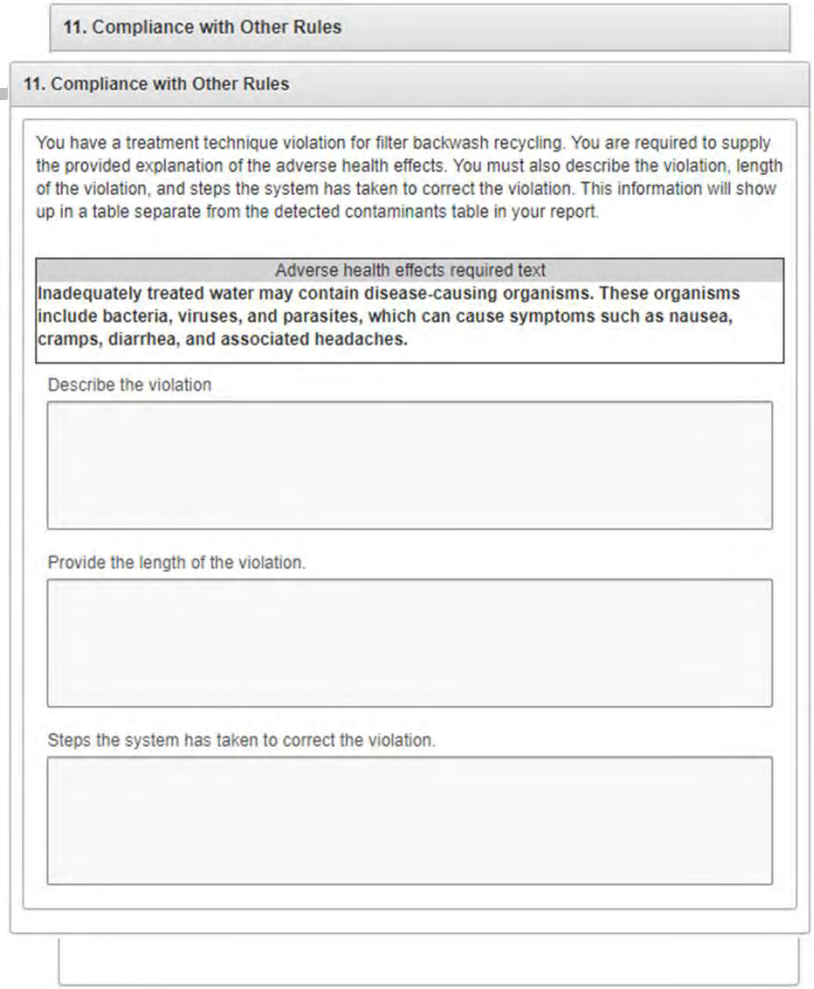
iWriter - 11. Compliance with Other Rules (treatment techniques)





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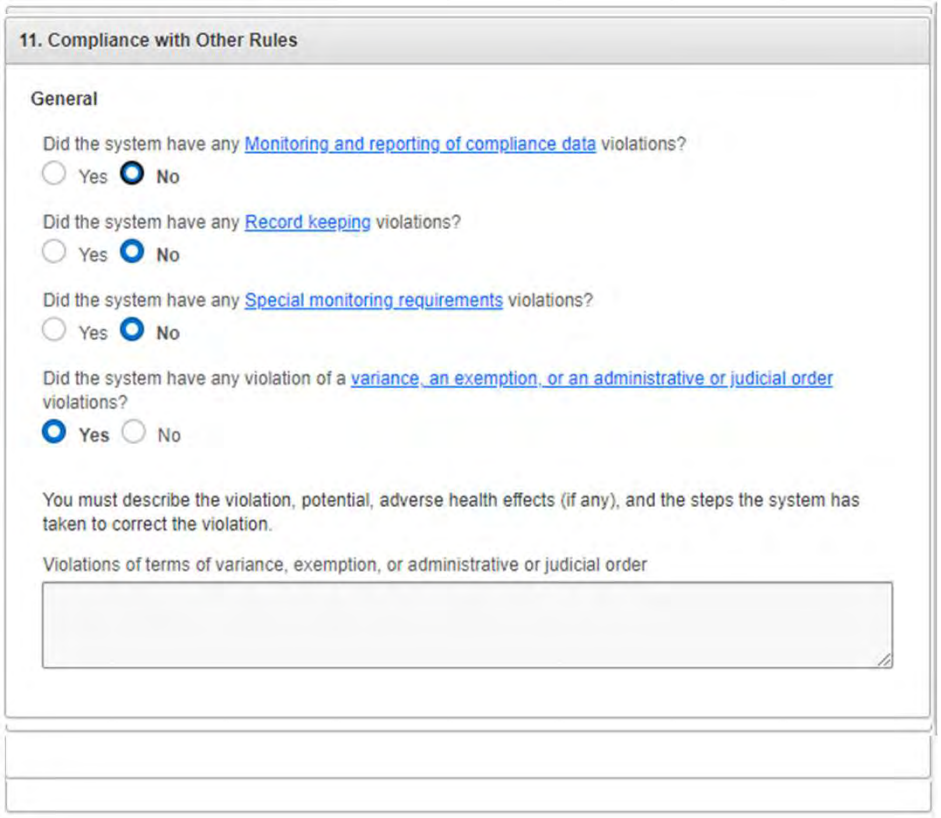
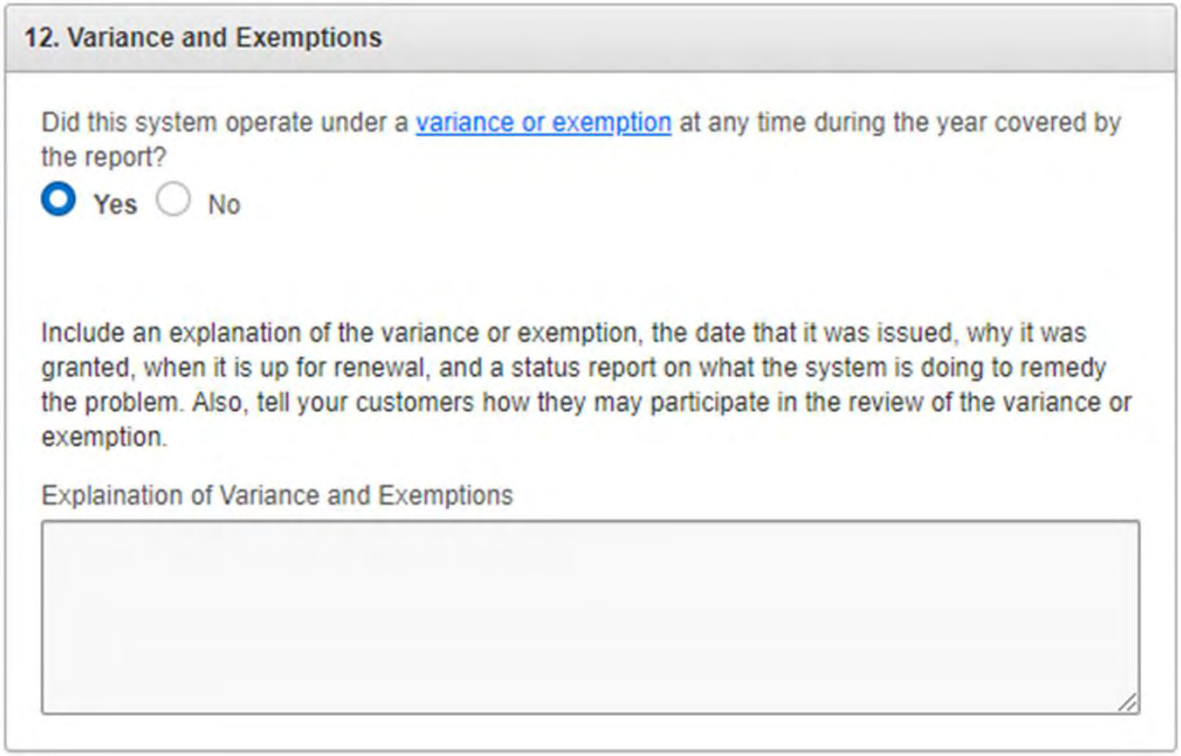
iWriter - 11. Compliance with Other Rules (general violations)



RCAC
www.rcac.org

iWriter – 12. Variance and Exceptions



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www.rcac.org

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 >

RCAC
www.rcac.org

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.

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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.

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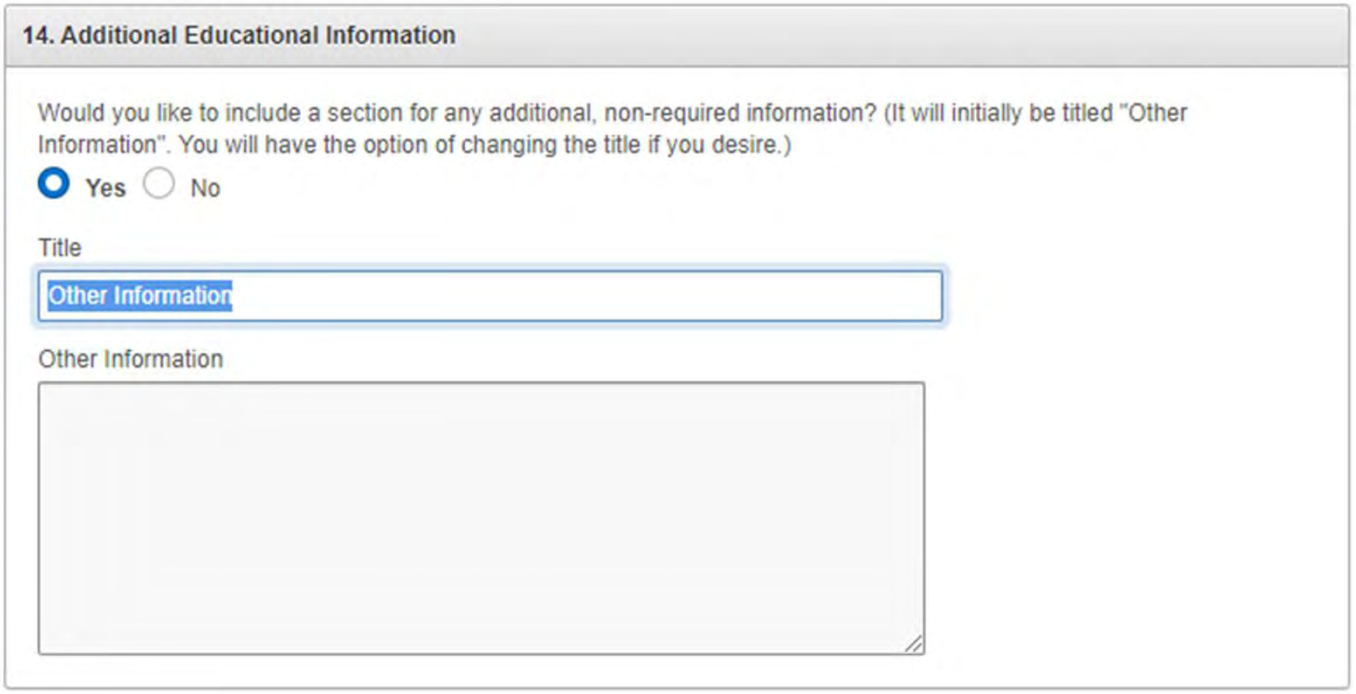
iWriter – 14. Additional Educational Information



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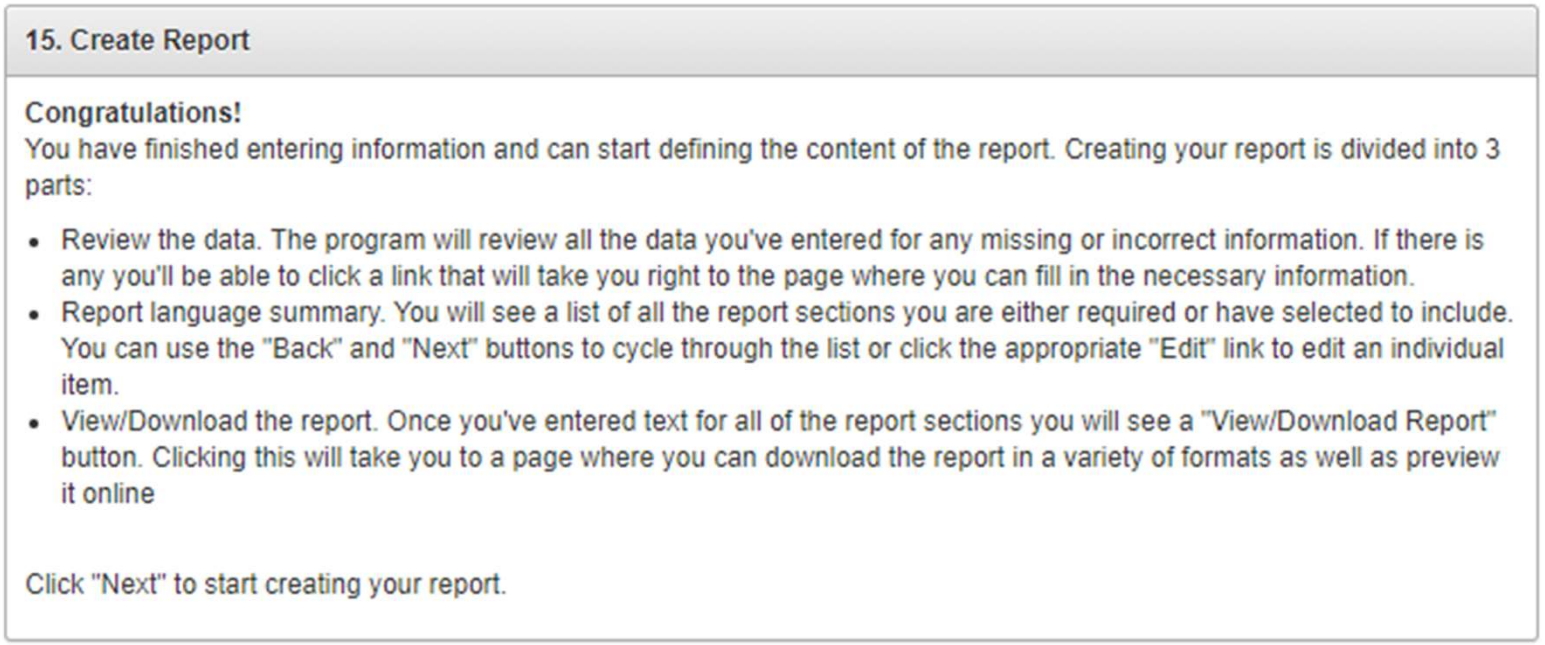
iWriter – 15. Create Report!



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***

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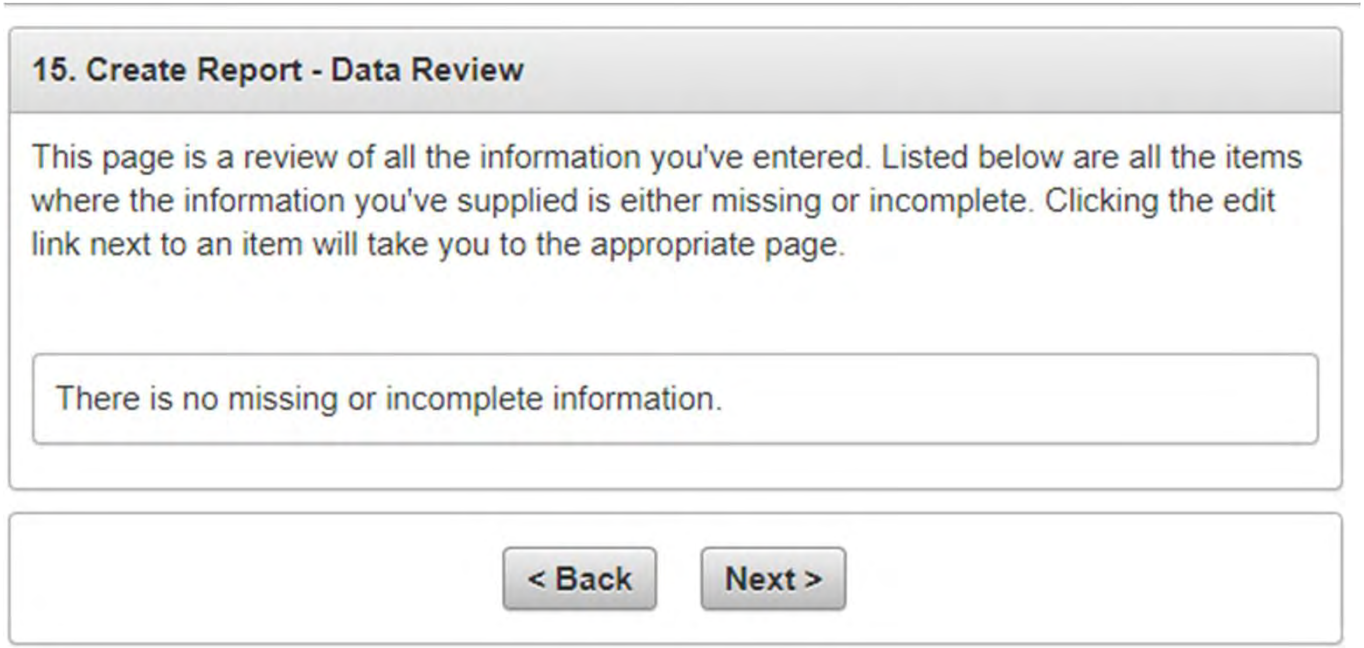
www.rcac.org

iWriter – finishing the report



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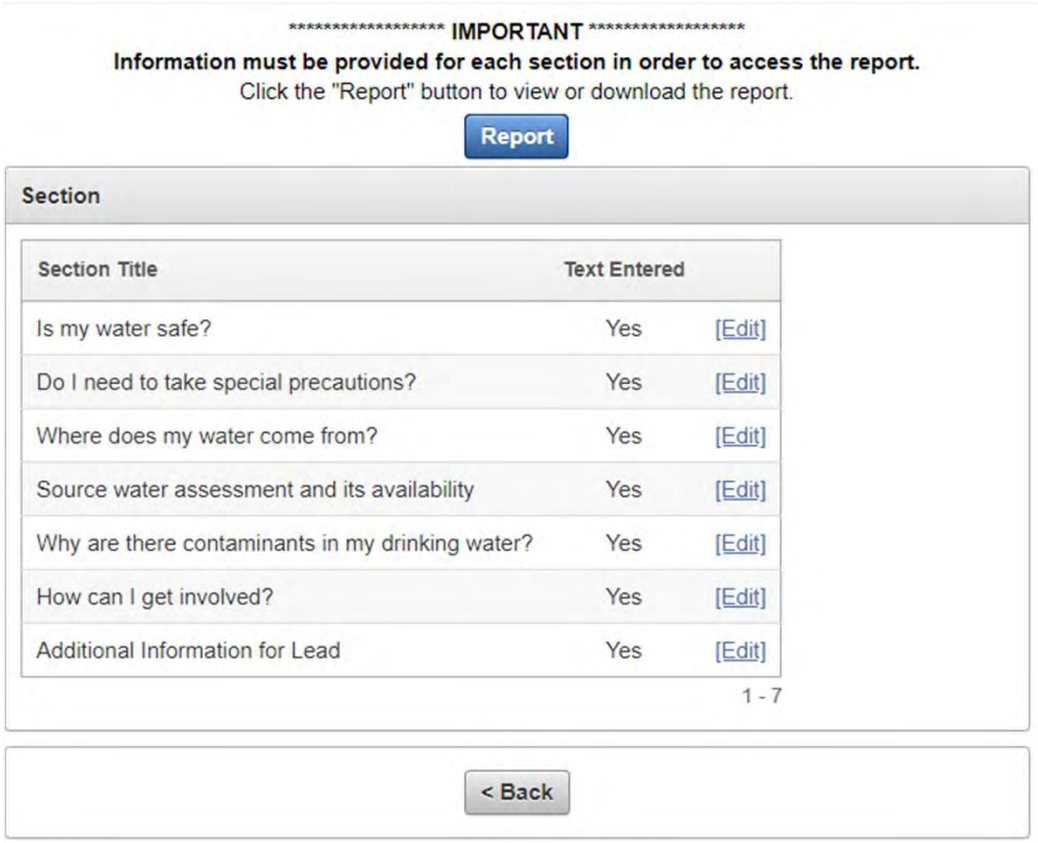
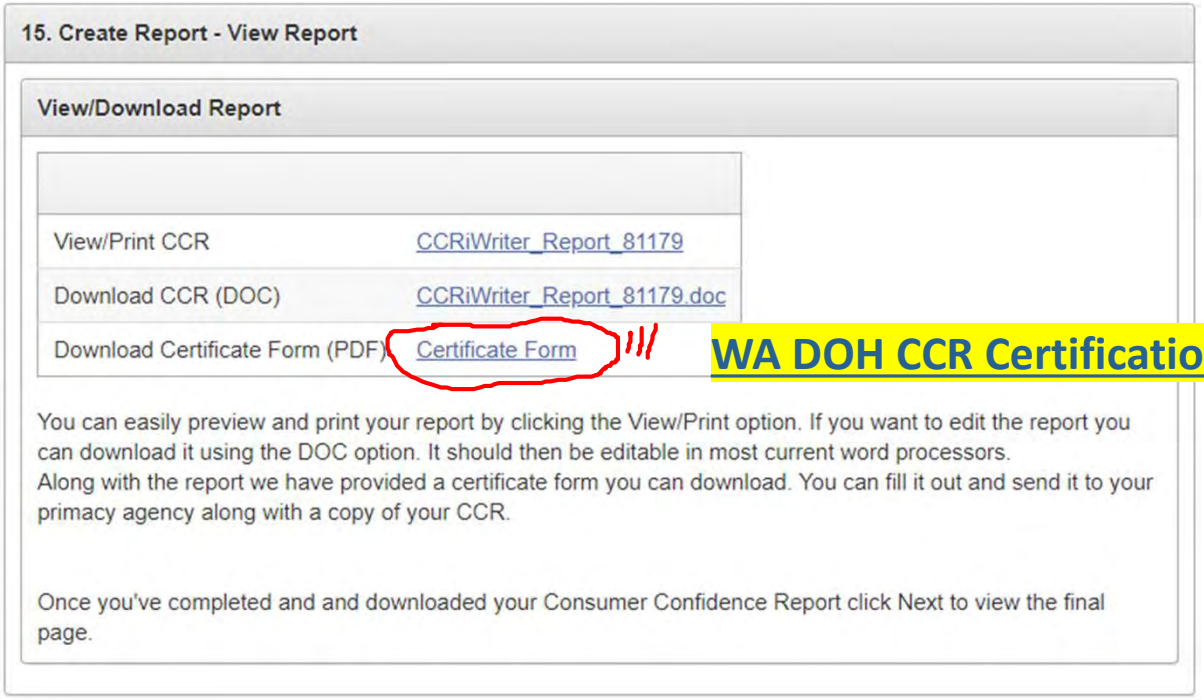
iWriter – finishing the report

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



RCAC
www.rcac.org

iWriter – finishing the report



WA DOH CCR Certification Form

RCAC
www.rcac.org

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

RCAC
www.rcac.org

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

RCAC
www.rcac.org

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**

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www.rcac.org

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

RCAC
www.rcac.org

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.

RCAC
www.rcac.org

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.

RCAC
www.rcac.org

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.					1	
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 2	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 3	2 ppm*	4 ppm* 4	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 5						
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 6
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.

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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**.

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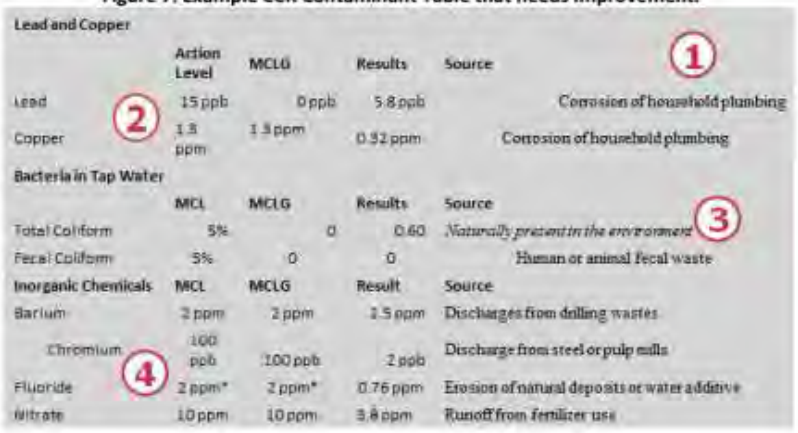
Publishing the report – what to avoid

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	0.92 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	2.5 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

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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?

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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

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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

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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

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More Helpful Links ☺ (images are live links)

EPA United States Environmental Protection Agency

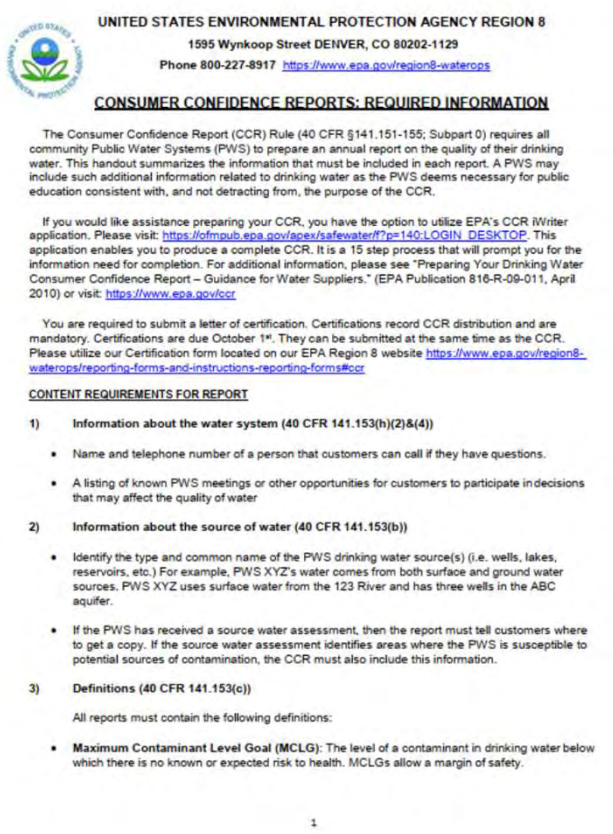
Best Practices Factsheet: Consumer Confidence Report

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.

1



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY REGION 8

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CONSUMER CONFIDENCE REPORTS: REQUIRED INFORMATION

The Consumer Confidence Report (CCR) Rule (40 CFR §141.151-155; Subpart 0) 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/f?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.

1

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Final Questions and Comments

[WA DOH CCR FAQ Sheet]

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