

Consumer Confidence Report Rule

Overview | June 9, 2021

Today's speakers:

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Webinar Logistics



This Webinar

Is being recorded

Participants' microphones are muted

Power Point Slides will be shared after the webinar

Includes Polls that will be launched throughout the presentation using Microsoft Forms.

Allows participants to ask questions in the chat

Includes a Q&A section

Does not have assigned CEUS or PDHs



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Poll Question #1



Where are you joining us from?

- Region 1 (ME, NH, VT, MA, RI, CT)
- Region 2 (NY, NJ, PR, US VI)
- Region 3 (DE, DC, PA, MD, VA, WV)
- Region 4 (KY, TN, NC, SC, GA, AL, MS, FL)
- Region 5 (MN, WI, MI, IL, IN, OH)
- Region 6 (NM, OK, TX, AR, LA)
- Region 7 (NE, IA, KS, MO)
- Region 8 (MT, WY, ND, SD, UT, CO)
- Region 9 (NV, CA, AZ, HI)
- Region 10 (AK, WA, OR, ID)
- EPA Headquarters

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Poll Question #2



Place of Employment

- Community water system
- State drinking water program
- Federal drinking water program
- Consulting/Technical assistance
- Academia
- Other

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Poll Question #3



What topics do you have questions on?

- CCR content – Detected Contaminant Table
- CCR content – Required Health Effects Language
- CCR format – Best Practices
- CCR delivery methods
- CCR iWriter
- Other – Please use the chat box to explain

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Disclaimer



The examples included in this presentation are intended for discussion purposes only. Throughout this presentation, the terms “state” or “states” are used to refer to all types of primacy agencies including U.S. territories, Indian tribes, and EPA Regions. The statutory provisions and EPA regulations described in this document contain legally binding requirements. This presentation is not a regulation itself, nor does it change or substitute for those provisions and regulations. Thus, it does not impose legally binding requirements on EPA, states, or public water systems. This guidance does not confer legal rights or impose legal obligations upon any member of the public. While EPA has made every effort to ensure the accuracy of the discussion in this presentation, the obligations of the regulated community are determined by statutes, regulations, or other legally binding requirements. In the event of a conflict between the discussion in this presentation and any statute or regulation, this presentation would not be controlling.

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Presentation Outline

CCR Overview
Rule

Delivery
Methods

Resources


iWriter Demo

Website Resources

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CCR Rule Requirements

- Purpose and applicability (§ 141.151)
- Effective dates (§ 141.152)
- Content of the reports (§ 141.153)
- Required additional health information (§ 141.154)
- Report delivery and recordkeeping (§ 141.155)

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Purpose and Applicability



The CCR Rule requires **community water systems** to deliver annual reports to their **customers**. These reports must contain information on the quality of the water delivered by the systems and characterize the risks (if any) from exposure to **contaminants** detected in the drinking water in an accurate and understandable manner.
(§141.151)

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Effective dates



CWSs must deliver the CCR annually by July 1st (§ 141.152)



"Image from Microsoft Power Point 2010"

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Content of the reports



1. Water system information
2. Source(s) of the water delivered
 - Type of water, commonly used name, and location
3. Definitions
4. Detected contaminants
 - One or more adjacent tables
5. *Cryptosporidium*, radon, and other contaminants
6. Compliance with National Primary Drinking Water Regulations
7. Variances and exemptions
8. Additional required information

§ 141.153-154

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Content of the reports



1. Water System Information

- Owner, operator, or designee telephone number
- Information on public participation opportunities
- Information for non-English speaking populations, if appropriate
 - Translated note on the importance of the report, or
 - Contact information to receive a translated copy or assistance in appropriate language

EXAMPLE

Questions? Comments?
 (215) 685-6300
waterinfo@phila.gov

Philadelphia Water Department
 1101 Market St.
 Philadelphia, PA 19107
 Public Water System ID # PA1510001

Laura Copeland
 Public Information Officer, Public Affairs
 (215) 685-4902

Source: Philadelphia Water Dept
 (EPIC CCR Water Data Prize submission)

Source: Preparing Your Drinking Water Consumer Confidence Report, EPA 816-R-09-011 (April 2010)

Appendix A – Translations for English Instructions

Translations are provided courtesy of the State of Washington Department of Health. None of these translations has been independently verified.

Translations for the English Text: "This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it."	
Arabic: هذا التقرير يحتوي على معلومات مهمة عن ماء الشرب الذي تشربه. لتأكد من فهمك ما ان يترجمه لك او يستمع اليك.	Arabic: هذا التقرير يحتوي على معلومات مهمة عن ماء الشرب الذي تشربه. لتأكد من فهمك ما ان يترجمه لك او يستمع اليك.
Cambodian (Khmer): ព័ត៌មានសំខាន់ៗអំពីគុណភាពទឹកផ្គត់ផ្គង់របស់យើង។ ប្រសិនបើអ្នកមិនយល់ដឹងអំពីព័ត៌មាននេះទេ ប្រសូមសុំអ្នកដទៃបកប្រែឱ្យអ្នកបាន។	Chinese (simplified): 此报告包含有关您的饮用水的重要信息。请人帮您翻译出来，或请看懂此报告的人将内容说给您听。
Chinese (traditional): 此報告包含有關您的飲用水的重要資訊。請人幫您翻譯出來，或請能看懂此報告的人將內容說給您聽。	Farsi: این گزارش شامل اطلاعات مهمی در مورد آب آشامیدنی شما می باشد. از شخصی بخواهید که به شما ترجمه کند و یا با شخصی که این موضوع را میفهمد صحبت کنید.
French: Ce rapport contient des informations importantes à propos de votre eau potable. Demander à quelqu'un de traduire ces informations pour vous ou discuter avec une personne qui comprend ces informations.	Greek: Αυτή η αναφορά περιλαμβάνει σημαντικές πληροφορίες σχετικά με το πόσιμο νερό σας. Ζητήστε από κάποιον να σας τη μεταφράσει, ή μιλήστε με κάποιον που την καταλαβαίνει.
Hebrew: דו"ד זה כולל מידע חשוב בנוגע למי שתותית שלכם. בקשו ממרשהו שתתרגם אותו עבורכם, או שתדבר עם מישהו שמבין את היישוב.	Hindi: यह रिपोर्ट में आपके पीने वाले पानी के बारे में जरूरी जानकारी है। किसी से इसे हिम्का अनुवाद करना आता हो उस से बात करें।

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Content of the reports



3. Definitions

Each report **must** include 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 for a margin of safety.
- **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.

As applicable:

- Variance and Exemptions
- Treatment Technique (TT)
- Action Level (AL)
- Maximum residual disinfectant level (MRDL)
- Maximum residual disinfectant level goal (MRDLG)
- Level 1 Assessment
- Level 2 Assessment

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Content of the reports




4. Reporting Levels of Detected Contaminants

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

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Content of the reports Reporting Levels of Detected Contaminants	
	
When compliance is determined for...	Reporting Requirements are...
MCL, except turbidity and total coliforms	Report range of detected levels and highest contaminant level used to determine compliance
MCL based on annual or less frequent basis	Report range of detected levels and highest detected level at any sampling point
MCL based on RAA taken at a monitoring location	Report range and highest average
MCL for TTHM and HAA5	Report range of all samples for all locations and highest LRAA
MCL based on a system-wide RAA at all monitoring locations	Report range and average
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Content of the reports Reporting Levels of Detected Contaminants	
	
When compliance is determined for...	Reporting Requirements are...
<i>E. coli</i>	Number of positive results
Total Coliform	Treatment Technique Level 1 or Level 2 assessment language
Turbidity under 141.13	Report the highest monthly value
Turbidity under 141.71	Report the highest monthly value; include explanation of measurement
Turbidity under 141.73, 141.173, 141.551	Report the highest single measurement and the lowest monthly percentage; include explanation of measurement.
Lead and Copper	90 th percentile value of the most recent round of sampling and the number of samples exceeding the AL
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Content of the reports

Best Practices for CCR table format

- 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 incorporates best practices from CCRs across the country

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

LEAD AND COPPER – Tested at customer’s tap. 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*	2 ppm*	0.76 ppm	0.69 - 0.76 ppm	NO	Erosion of natural deposit or water additive
Nitrate	10 ppm	10 ppm	3.8 ppm	0.730 - 3.8 ppm	NO	Runoff from fertilizer use

*EPA’s MCL and MCLG is 4 ppm, but [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 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.

Source: Best Practices Factsheet: Consumer Confidence Report (EPA 2015)

Content of the reports



Unregulated Contaminant Monitoring Rule (UCMR) Data

UCMR does not apply to all CWSs

- All systems serving > 10,000 people and a representative sample of systems serving ≤ 10,000 people are required to monitor
- CCR must contain the average and range at which the contaminant was detected.
- Suggested Language:
 - Unregulated contaminants are those that don’t yet have a drinking water standard set by USEPA. The purpose of monitoring for these contaminants is to help USEPA decide whether the contaminants should have a standard.
- More information on UCMR can be found at:
 - <https://www.epa.gov/dwucmr>

Example: Unregulated Contaminants

Contaminant	Average	Range
Manganese	0.7 µg/L	ND – 0.7 µg/L

Content of the reports



5. *Cryptosporidium*, Radon, and other contaminants

- If *Cryptosporidium* and/or Radon are not detected, the system is not required to discuss the monitoring or the results
- If *Cryptosporidium* and/or Radon are detected in either the source water or finished water, the following information must be included (separate from the detected contaminant table):
 - *Cryptosporidium* - A summary of the results of the monitoring. You may choose whether to report the actual analytical results as a part of this summary.
 - Radon – Monitoring results
 - Both - An explanation of the significance of the results.

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Content of the reports



5. *Cryptosporidium*, Radon, and other contaminants

Other Contaminants

- EPA strongly encourages CWSs to report any results that may indicate a health concern (example: triclosan)
- Recommended that the report include:
 - Monitoring results
 - Explanation of the significance of the results noting the existence of a health advisory or a proposed regulation
- Resources for Information
 - EPA's Safe Drinking Water Hotline: safewater@epa.gov
 - EPA Website: <https://www.epa.gov/ground-water-and-drinking-water>

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Content of the reports



5. *Cryptosporidium*, Radon, and other contaminants

EXAMPLE—*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, infants and small children, and the elderly 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.

Source: Preparing Your Drinking Water Consumer Confidence Report, EPA 816-R-09-011 (April 2010)

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Content of the reports



5. *Cryptosporidium*, Radon, and other contaminants

EXAMPLE--Radon is a radioactive gas that you cannot 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. (You should pursue radon removal for 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 are not too costly. For additional information, call your state radon program or call EPA's Radon Hotline (800-SOS-RADON).

Source: Preparing Your Drinking Water Consumer Confidence Report, EPA 816-R-09-011 (April 2010)

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Content of the reports



6. Compliance with NPDWR

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

Content of the reports



6. Compliance with NPDWR

Special Notice for systems required to comply with the Ground Water Rule

Uncorrected significant deficiencies

Fecal indicator-positive Ground Water Source sample

Example

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

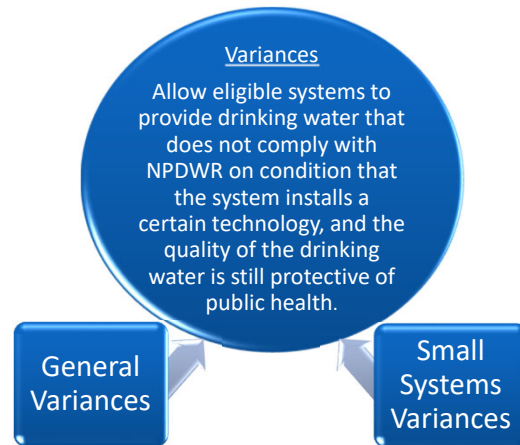
Content of the reports

7. Variances and Exemptions

If the system operated under a variance or exemption at any time during the previous calendar year (year covered by the CCR)

- An explanation of the reasons for the variance or exemption,
- The date on which the variance or exemption was issued,
- A brief status report on compliance, and
- A notice of any opportunity for public input in the review, or renewal, of the variance or exemption.

Exemptions allow eligible systems additional time to achieve and maintain regulatory compliance with new NPDWRs, while continuing to provide acceptable levels of public health protection.



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Content of the reports / Additional Required Information

The report must contain a brief explanation regarding contaminants which may reasonably be expected to be found in drinking water including bottled water.



This explanation may include the language below, or systems may use their own comparable 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**
 - *Inorganic contaminants**
 - *Pesticides and herbicides**
 - *Organic chemical contaminants**
 - *Radioactive contaminants**
- 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. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

The report also must include the following language:

Drinking water, including bottled water, may reasonable 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 (800 426 4791)

*Note: for full description, see 40 CFR 141.153(h)

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Content of the reports Required Additional Health Information



Mandatory Vulnerable Population Language

- 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 (1-800-426-4791).

Content of the reports Informational Statement for certain levels of Arsenic, Nitrate & Lead



Systems with nitrate above 5 ppm (50 percent of the MCL), but below 10 ppm (the MCL) :

- Nitrate in drinking water at levels above 10 ppm 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.

Systems with arsenic above 5 ppb (50 percent of the MCL), but at or below 10 ppb (the MCL):

- 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.

Note: Systems may write their own educational statements, but only in consultation with the Primacy Agency

All systems must include the following informational statement:

- 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 www.epa.gov/safewater/lead.

Content of the reports

8. Additional Recommended Information




Other	Explanation or diagram of the CWS's treatment process
Educational Information	Source water protection tips
	Water and energy conservation tips
	Cost of making water safe to drink
	Efforts your system has made to promote "green infrastructure"
	A statement from the mayor or general manager
	Educational Information about taste and odor
	EPA's drinking water Website

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SOURCE **DELIVERY** **AT HOME** **FAQS** **DATA** **GLOSSARY**

Why does my tap water smell like a pool sometimes?



The smell of chlorine means your water is safe and treated to remove harmful organisms. You can reduce the smell by keeping a pitcher of fresh water in the refrigerator. This also reduces the earthy odor, sometimes produced by algae in the rivers during spring.

.....

Can I replace a lead service line?

Yes. If you don't want to contact a plumber directly, apply for our Homeowners Emergency Loan Program (HELP). A zero-interest loan can cover the cost of replacement.

[Learn more & apply](#)

Also: PWD will replace lead service lines for free if they are discovered during planned work on water mains.
ge.wpengine.com/drops/water-data-prize/#source

Source: Philadelphia Water Dept (EPIC CCR Water Data Prize submission)


How can I participate in protecting our water supply?

Keep trash out of our waterways. Make sure to put your recyclable paper, metal, and plastics in a recycling bin, and disposable gloves, masks, food waste, and other garbage in a trash can, so they don't end up in our rivers and streams.

Don't flush anything but toilet paper – even "flushable" wipes. They don't dissolve like toilet paper, and can lead to clogs, and backups, causing waste to flow into our homes and our streets.

Always properly recycle or dispose of household hazardous wastes. Don't flush them down the toilet or down the sink, and don't pour them into storm drains. Many storm drains flow directly to our streams and rivers.

Join a cleanup. Group cleanups help remove trash and litter from our waterways. To learn about upcoming cleanups, keep an eye on the [@PhillyH2O Blog](#) and social media, email waterinfo@phila.gov, or call (215) 685-6300.



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CCR Delivery Requirements

§ 141.155 Report delivery and recordkeeping



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Report delivery and recordkeeping



Each CWS must

- mail or otherwise directly deliver one copy of the CCR to each customer by July 1st every year
- make a good faith effort to reach consumers who do not get water bills, such as renters or workers
 - Examples:



- mail a copy of the CCR to the state and any other agency identified by the state by July 1st
- submit a delivery certification to the primacy agency within 3 months
- make CCRs available to the public upon request
- post CCR to a publicly-accessible site on the internet, if the system serves 100,000 or more persons
- retain copies of its CCR for no less than 3 years

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Consumer Confidence Report Rule Delivery Options January 2013 Memo (WSG 189)



Approved CCR Delivery Methods

CCR Delivery Method	Method Description
Mail – Paper Copy	CWS mails a paper copy of the CCR to each bill-paying customer
Mail – Notification that CCR is available on website	CWS mails to each bill paying customer a notification on CCR availability providing a direct URL to the CCR
Email – Direct URL to CCR	CWS emails to each bill-paying customer a <u>direct</u> URL to the CCR on a publicly available site on the Internet.
Email – CCR sent as an attachment to an email	CWS emails to each bill-paying customer the CCR as an electronic file email attachment.
Email – CCR embedded image in an email	CWS emails to each bill-paying customer the CCR text and tables inserted into the body of an email
Additional e-delivery that meets directly deliver requirements	CWS delivers CCR through a method that otherwise directly delivers to each bill-paying customer and in coordination with the state

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Electronic “Direct Delivery”



1. The CWS **must** provide the CCR in a manner that is “direct.”
 - URL provides a direct link (“one click”) to the CCR
 - Customer communication (e.g., bill, bill insert, email) prominently displays the URL with a notice explaining the nature of the link.
2. If a CWS is aware of a customer’s inability to receive a CCR by the chosen electronic method, it **must** provide the CCR by an alternative method allowed by the rule.
3. A CWS **must** prominently display a message and the direct URL in all mail notifications of CCR availability. The CCR must be posted when the URL is sent out to be considered direct delivery

Source: Consumer Confidence Report Rule Delivery Options, January 2013 Memo (WSG 189)

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E-Delivery Methods Not Considered Direct



- A customer must not have to **navigate to another webpage** to find any required CCR content if viewing the CCR on a website (e.g., address search engine.)
- Use of **social media** (e.g., Twitter or Facebook) directed at bill-paying customers does not meet the requirement to “directly deliver” since these are membership Internet outlets and would require a customer to join the website to read their CCR.
- The use of **automated phone calls** (e.g., emergency telephone notification systems) to distribute CCRs is not considered direct delivery, because the entire content of the CCR cannot be provided in the phone call.

Source: Consumer Confidence Report Rule Delivery Options, January 2013 Memo (WSG 189)

Important E-delivery Considerations

Important considerations and requirements with emails:

- The CWS **should** include a short statement to encourage readership.
- The subject line of the email **should** emphasize that the CCR is available.
- If the CWS is required to have a message in the CCR in another language according to the multilingual requirement of the CCR Rule, then they **should** consider including that statement in the email message as well.
- There **must** be a way for customers to request a paper copy of the CCR.
- If an email bounces back the CWS **should** resend the CCR through another allowable alternative method.



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Source: Consumer Confidence Report Rule Delivery Options, January 2013 Memo (WSG 189)

Example

U.S. Environmental Protection Agency

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IMPORTANT MESSAGE: Your Anytown Water 2011 Water Quality Report is Now Available!

Dear Mr. ABC,

Please review the enclosed 2011 Anytown Water annual water quality report.

In 2011, Anytown Water detected 53 contaminants in the drinking water and 5 of the contaminants were above the EPA accepted level for drinking water. You may also view your annual water quality report at www.anytownwater.org/2011waterreport.pdf and learn more about your drinking water. This report contains important information about the source and quality of your drinking water. For a translation of the water quality report or to speak with someone about the report please call (555) 555-5555. **If you would like a paper copy of the 2011 Annual Water Quality Report mailed to your home, please call (555) 555-5555.**

For more information about how Anytown Water maintains the safety of your drinking water and to view previous year's reports go to www.anytownwater.org.

Anytown Water Department

Spanish Translation:

Estimado Sr./Sra. ABC,

Adjunto a este mensaje electrónico se encuentra su más reciente reporte de calidad de agua potable.

Durante el año 2011 la compañía de agua Anytown 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.

Para acceder al más reciente reporte anual de calidad de agua y para más información acerca de su agua potable puede visitar www.anytownwater.org/2011waterreport.pdf. El reporte anual contiene valiosa información acerca de las fuentes de abasto y calidad de su agua potable. **Para obtener una traducción del reporte de calidad de agua o para preguntas acerca del reporte por favor comuníquese al (555) 555-5555.**

Si desea obtener a través del correo una copia de su más reciente reporte de calidad de agua puede solicitar la misma comunicándose al (555) 555-5555.

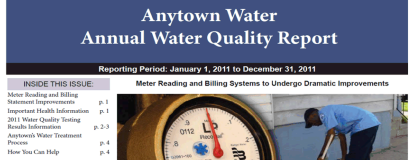
**Anytown Water
Annual Water Quality Report**

Reporting Period: January 1, 2011 to December 31, 2011

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Meter Reading and Billing Systems to Undergo Dramatic Improvements



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Office of Ground Water and Drinking Water

CCR iWRITER DEMO



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CCR iWriter



What is the CCR iWriter?

The Consumer Confidence Report (CCR) iWriter is a **free** tool designed to help water suppliers create their CCRs according to the requirements for report content, format, and distribution given in the CCR Rule [40 CFR part 141 Subpart O]. This application takes users through all the sections of a consumer confidence report using a friendly graphical user interface, converts lab results into “CCR units”, allows users to insert and edit Environmental Protection Agencies (EPA’s) recommended educational and mandatory text, and customize report text for specific situations.

Reminder: Check with your state

Be sure to check with your state drinking water program since your state may have different requirements. For example, some states may have their own certification form, or additional guidance for meeting the multilingual requirement.

Additional Resources for CCRs



Guidance Documents	
CCR Rule: Quick Reference Guide	https://www.epa.gov/ccr/consumer-confidence-report-rule-quick-reference-guide
Implementation Guides for States & CWSs (April 2010)	https://www.epa.gov/ccr/state-implementation-and-primacy-guidance-ccr
Converting Lab Units into CCR units	https://www.epa.gov/ccr/converting-laboratory-units-consumer-confidence-report-units
Best Practices Factsheet	https://www.epa.gov/ccr/best-practices-water-systems-preparing-consumer-confidence-reports
CCR Electronic Delivery Memo & Attachment	https://www.epa.gov/ccr/how-water-utilities-can-electronically-deliver-their-ccr
Find your local CCR	https://ofmpub.epa.gov/apex/safewater/f?p=136:102:.....
Update “Find Your CCR” URL & contact info.	https://ofmpub.epa.gov/apex/safewater/f?p=136:104:
CCR iWriter	https://ofmpub.epa.gov/apex/safewater/f?p=140:LOGIN_DESKTOP:.....
Drinking Water Training	https://www.epa.gov/dwreginfo/drinking-water-training

Time for Questions & Answers



Please submit your questions in the chat

Contact information:

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Training: OGWDWProtectionTraining@epa.gov



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