

Proposed Revised Consumer Confidence Report Rule

The U.S. Environmental Protection Agency (EPA) is proposing to revise the Consumer Confidence Reports Rule (CCR Rule) to improve the reports delivered to people served by community water systems. The Rule is the centerpiece of public right-to-know for the Safe Drinking Water Act (SDWA) because the reports, also known as “Annual Drinking Water Quality Reports,” provide valuable information about local drinking water quality to customers of community water systems.

What is a Consumer Confidence Report, aka CCR?

Consumer Confidence Reports (CCR), also known as an “Annual Drinking Water Quality Reports”, provide valuable information about local drinking water quality to customers of community water systems. The type of information in the report includes:

- The lake, river, aquifer, or other source of the drinking water.
- A summary of the risk of contamination of the local drinking water source.
- The regulated contaminants found in local drinking water.
- The potential health effects of any contaminant detected in violation of an EPA health standard.
- An accounting of the water system's actions to restore safe drinking water.
- An educational statement for vulnerable populations about avoiding *Cryptosporidium*.
- Educational information on lead, nitrate, and/or arsenic, in areas where these contaminants may be a concern.

How can I get a copy of my CCR?

Currently, all community water systems are required to deliver their annual drinking water quality reports by July 1st, through mail or other direct delivery method to bill paying customers, and use “good faith” faith delivery methods intended to reach non-bill paying consumers, such as renters. Many water systems now use [electronic delivery methods](#) by sending links to the report via post card or included with their water bills. Each community water system must make its report available to the public upon request. If consumers need help finding their CCR, they can also visit EPA’s [“Find Your Local CCR”](#) webpage to look up water system information, which some water systems chose to include a link to the water system webpage and/or CCR report.

Why is EPA revising the Consumer Confidence Report Rule?

America’s Water Infrastructure Act (AWIA) of 2018, amended the Safe Drinking Water Act (SDWA) requiring EPA to revise the Consumer Confidence Report (CCR) Rule. The revisions must increase readability, clarity, and understandability of the information presented in the CCRs; increase the accuracy of the information presented, and improve risk communication in the CCRs; mandate CCR delivery at least biannually by water systems serving at least 10,000 or more; and allow electronic delivery. The revisions must also require that Community Water Systems (CWS) include information on corrosion control efforts and lead action level exceedances (ALEs) when corrective action is required.

In 2021, EPA entered into a Consent Decree with NRDC to resolve a complaint for failing to perform a non-discretionary duty. The Consent Decree establishes a deadline for signing the final Revised CCR Rule by March 15, 2024.

Who does this action apply to?

Like the original rule, once final, the Revised CCR Rule applies to community water systems, and states, territories and tribes that have primary enforcement responsibility (also known as “primacy”) for the Public Water System Supervision program.

When would water systems need to start sending reports twice per year (biannually)?

If the rule is finalized as proposed, water systems would be required comply with the new requirements for CCRs delivered in 2025. Consistent with the AWIA requirements, community water systems serving more than 10,000 customers will need to send reports twice per year. As required by SDWA, water systems serving 10,000 people or more, would need to provide CCR twice each year, as follows:

- Report #1: As in the current rule, water systems would deliver the first report by July 1st, summarizing information about the quality of drinking water for January through December of the previous year.
- Report #2: The revised rule would require water systems to provide the second report by December 31st. It would be identical to the first report unless if the water system has violations of National Primary Drinking Water Regulations (NPDWRs), or detects of lead concentrations above a specific level, in which case it would include an update with this new information.

Community water systems serving less than 10,000 people, would continue to provide CCRs once per year.

How does the Revised CCR Rule improve readability, clarity, and understandability of the reports?

The proposed rule would allow water systems flexibility in formatting contaminant data to present information in a readable and understandable format by removing the requirement to report in tables. In addition, the rule adds a new requirement for water systems to provide a summary at the beginning of the report to highlight key pieces of information, such as contact information, a summary of violations and/or action level exceedances, directions for how to receive a paper copy (if electronically delivered) and identifying if any Public Notifications has been included with the CCR. The Revised CCR Rule includes updates to the current mandatory and prescribed language in parts §141.153 *Content of the reports* and §141.154 *Required additional health information* to provide clear and simple messaging that would streamline the report, focusing on information that is most useful to consumers.

How does the Revised CCR Rule improve accuracy of information and risk communication in the reports?

The proposed Revised CCR Rule prohibits false or misleading statements or representations in their reports. For example, stating the water is “safe” may not accurately reflect the sensitivity for people with weakened immune systems, or other inherent uncertainties and variabilities in the water system. The rule also proposes revisions to the arsenic and nitrate statements when results exceed half the MCL but are below the MCL in §141.154(b) and §141.154(c).

How does the Revised CCR Rule improve support for limited English proficiency (LEP) persons?

In the proposed rule, applicable water systems would need to include contact information to receive a translated report or assistance in the appropriate language. Water systems unable to provide translation support must include the primacy agency contact information for translation assistance. Water systems serving 100,000 or more people must develop a plan on how the owner or operator intends to provide meaningful

access to limited English proficiency consumers members. These water systems serve almost 50 percent of the population and several of these larger water systems already provide translation resources to their consumers.

Why is EPA proposing the collection of compliance monitoring data?

EPA would use compliance monitoring data (CMD) to better understand nationwide trends, evaluate specific issues at individual public water supply facilities, conduct the Agency's required oversight responsibilities, enforcement, and provide effective compliance assistance. EPA's current limited access to only quarterly and annual reports merely provide narrowly based information on water system inventory, presence of violations, and other information.

The complete set of compliance monitoring data would provide ancillary benefits, including enabling a more comprehensive approach to identifying infrastructure needs, and informing how EPA and states can work together to deliver technical and funding assistance to water systems in a manner that more effectively addresses underlying technical, managerial, and financial capacity-building needs. This information would also allow the Agency to identify trends both geographically and demographically, which would improve transparency and accountability, and amplify best practices that maximize direct benefits in these communities.

Does the Revised CCR Rule require water systems to collect additional monitoring data?

No, EPA's proposed action would not require any additional data collection by water systems or primacy agencies, as water systems have been collecting and reporting compliance monitoring data to primacy agencies for all National Primary Drinking Water Regulations for decades.

What are next steps?

EPA will host a series of informational webinars for states, water system operators, and other interested stakeholders to provide an overview of the proposed revisions to the CCR Rule. EPA is also accepting comments in the public docket. Comments can be submitted at www.regulations.gov, Docket ID: EPA-HQ-OW-2022-0260. For more information on the project and to register for the webinars, please visit the project webpage: <https://www.epa.gov/ccr/consumer-confidence-report-rule-revisions>.