

# Consumer Confidence Report Rule

Select Content, Tools,  
and Resources to Stay  
in Compliance



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## About the Consumer Confidence Report Rule

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



## Content Requirements for Report

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



## Common Problem Areas:

### -Content

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

### -Report Delivery and Certification

### -Rule Deadlines



## Report Content: Water System Information

- Name and telephone number of a contact person
- Information on public participation opportunities
- Information for non-English speaking populations, if appropriate
- Rule of Thumb: If you serve >5-10% non-English speaking people, include additional language(s) or access to information for translation.
- **Don't forget to put your water system name and PWS ID no. (WY56xxxxx) on your report!**

# Report Content: Source Water

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- **Type of water**
- **Commonly-used name(s)**
- **General location of water source(s)**
- **Source water assessment information, if available:**
  - Notice of availability of completed assessment
  - Information on how customers can obtain it
  - A brief summary of the system's susceptibility to potential sources of contamination



# Report Content: Detected Contaminants Table

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



## What Data Do I Report?

Contains data from monitoring completed during the previous calendar year

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

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



# How Do I Report the Data?

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

## Types of Reporting Units:

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



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

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

**Step 1:**

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

**Step 2:**

o AL \* Conversion Factor = AL in CCR Units

o 0.015 ppm \* 1000 = 15 ppb Pb

**Step 3:**

o 90th Percentile Result \* Conversion Factor = 90th % Result in CCR Units

o 0.0007 ppm \* 1000 = 0.7 ppb Pb

**Example: Converting Lead Results to CCR Units**



## Where Can I Find More Information About CCR Units?

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

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



# How Can I Streamline the Development of my CCR?

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



# Drinking Water Watch Water Quality Data Table

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

A screenshot of the Drinking Water Watch website. On the left is a dark blue sidebar with a water tap icon and the text "Drinking Water Online Home" and "Version 3.02". The main content area has a blue header with "Drinking Water Watch" and a magnifying glass icon. Below the header is the text "Region 8 Public DWW" and a dropdown menu with options "Wyoming" and "Region 8 Tribes". A "Submit" button is located below the dropdown. At the bottom, there are links for "EPA Home", "Privacy and Security Notice", and "Contact Us".



# Drinking Water Watch Water Quality Data Table

Step 2: Click “Review Consumer Confidence Data”

Drinking Water Online Home  
County Map  
Glossary

Drinking Water Branch  
Drinking Water Watch

**Public Water Supply Systems Search Parameters**

Water System No.   
Water System Name   
Principal County Served All   
Water System Type All   
Primary Source Water Type All

**Sample Search Parameters**

Sample Class   
Sample Collection Date Range  
(The Sample Search always produces results for the last 2 years, unless you provide a specific date range.)  
4/10/2021  To 4/10/2023

[EPA Home](#) | [Privacy and Security](#) | [Contact Us](#)



# Drinking Water Watch Water Quality Data Table

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

**Return Links**

- [Water System Search](#)
- [County Map](#)

**Glossary**


## Drinking Water Branch

### Review Consumer Confidence Data

Enter or Select Water System  Or

Select CCR Year

Select Report Format



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

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





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

## Drinking Water Watch Water Quality Data Table

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



# CCR iWriter

A screenshot of the EPA CCR iWriter web application interface. The page has a blue header with the EPA logo and navigation links. The main content area is white with a blue sidebar on the left. The sidebar contains links for "CCR Home", "Compliance Help", "PSAs & Communication", "Electronic Delivery of CCR", "Frequent Questions from Utilities", "Consumer Basic Information", "FAQ from Consumers", "Find your local CCR", "CCR iWriter", "CCR Implementation Guidance", and "CCR Rule and History". The main content area has a "Welcome to the CCR iWriter" heading and a login form. The login form includes fields for "Username" and "Password", a "Login" button, and links for "Don't remember your user name or password? Click here" and "Sign up to create a user name or password". Below the login form is a "WARNING NOTICE!" section with a disclaimer about the system's use for official Government business.

EPA United States Environmental Protection Agency

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## Consumer Confidence Reports (CCR)

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### Welcome to the CCR iWriter

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

**Login**

Username

Password  **Login**

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

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

**WARNING NOTICE!**

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



# CCR iWriter

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

The screenshot displays the CCR iWriter web application interface. At the top, the EPA logo and 'CCR iWriter' title are visible, along with navigation links for 'Consumer Confidence Reports', 'My Account', 'Help', and 'Contact Us'. A 'Logout' link is also present. Below the navigation bar, the current report title is 'Town of Many', and a 'Return to Existing Reports' button is available.

The main content area is divided into a left sidebar and a main form area. The sidebar lists 13 report sections, with '1. System Information' selected. The main form area contains the following fields and sections:

- 1. System Information**
  - (\*) indicates a required field.
  - Report Title:** Text input field containing 'Town of Many WY5600000'.
  - Water System Name:** Text input field.
  - Contact Name:** Text input field.
  - Address:** Text input field.
  - City:** Text input field.
  - State:** Text input field.
  - Zip Code:** Text input field.
  - Phone:** Text input field.
  - Fax:** Text input field.
  - Email:** Text input field.
  - CCR report URL:** Text input field.
  - Water System Homepage URL:** Text input field.
- System Type and Size**
  - Check each type that contributes water to the distribution system.
    - Ground Water
    - Ground Water Under Direct Influence of Surface Water
    - Surface Water
    - Another Water System
  - How many people does the system serve?
    - Less than 10,000
    - 10,000 - 99,999
    - 100,000 or more



# Report Content: Compliance Status

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



## Report Content: Required Additional Information

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

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



# Two-Part Submission DEADLINES

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

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

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

**2<sup>nd</sup>** Mail certification of compliance to EPA Region 8 **by October 1<sup>st</sup>**

*Wholesalers (selling water systems) must deliver data to consecutive systems (purchasing systems) by April 1<sup>st</sup>*



# Report Delivery Requirements

- Mail, or otherwise directly deliver (e.g., hand deliver or electronic delivery), one CCR to each customer by **July 1st** every year
- In addition, make a “good faith” effort to reach non-bill paying consumers
- Make the CCR available upon request
- Mailing Waiver for Small Systems

## **Serve <10,000 persons**

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

## **Serve = or < 500 persons**

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



# Example of Direct Notice – Postcard

## Your Annual Drinking Water Quality Report

### Now Available Online

Each year the City of Laramie provides its customers with an Annual Drinking Water Quality Report to let them know how our drinking water quality compares against established federal and state drinking water standards. We encourage you to review this report as it provides details about the source and quality of the drinking water delivered to this community in 2014. In an effort to be more environmentally and fiscally responsible, we are no longer printing these reports, but have made them available on the Internet. Visit us online to view your water quality report at <http://www.cityoflaramie.org/DocumentCenter/View/7735> If you desire to have a paper copy, you can print one directly from our website. You can also receive a printed version by contacting The City of Laramie Utility Division at 307-721-5280.







# CCR Certification of Delivery

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

Community Water System Name: \_\_\_\_\_

Public Water System Identification No: \_\_\_\_\_ Year CCR Due: **2020**

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

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

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

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

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

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

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

Community Water Systems Serving 100 Persons or Fewer must complete both of the following:

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

May 2018

3. Made paper copies of the CCR available to the public upon request or through an internet web site.  
Describe what information was provided to the customer or that he/she could request a paper copy of the CCR, or specify the internet web site address: \_\_\_\_\_

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

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

### CERTIFIED BY:

Name (please print): \_\_\_\_\_

Title: \_\_\_\_\_ Phone #: \_\_\_\_\_

Signature: \_\_\_\_\_

Today's Date: \_\_\_\_\_

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

**MAILING ADDRESS:**  
US Environmental Protection Agency, Region 8  
Drinking Water Program (BWP-SDA)  
Attn: CCR Rule Manager  
2195 Wykegate Dr.  
Morrison, BWP-SDA  
Denver, CO 80202-1329

**EMAIL:**  
To: [CCR@epa.gov](mailto:CCR@epa.gov)  
Subject: CCR Certification

**FAX:**  
1-(877)-676-6020  
Attn: CCR Certification

May 2018



# Certification

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

- Download current forms (annually) from Region 8 website: <http://www2.epa.gov/region8-waterops/reporting-forms-and-instructions-reporting-forms>

**• DO NOT USE OLDER VERSIONS OF THE CERTIFICATION FORMS, OR THE CERTIFICATION FORM FROM THE CCR iWRITER!**



# NEW CCR REVISED RULE PROPOSAL

## When finalized the rule will:

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



## Contact Information and Additional Resources

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

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

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

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