

Consumer Confidence Report Rule (CCR)

Mira S. Lami
Environmental Analyst
Drinking Water Section
Enforcement & Certification Unit

What is a Consumer Confidence Report or CCR?

A Consumer Confidence Report (CCR) is a brief annual water quality report developed and provided to consumers by a Community Public Water System

Rationale for CCR

Reports are intended to provide
Community Public Water Systems with the opportunity to:

- Improve public confidence in their water systems
- Advance public's understanding of drinking water
- Enhance the image of the professionals in the drinking water community
- Provide consumers with information about water
- Increase public awareness of the need to protect water resources

Who must prepare a CCR?

Community Public
Water Systems
Only

Consumer Confidence Report

- Requirements
- Report content
- Format
- Distribution

Key Topics

- Water System Information
- Source Water Information
- Definitions (MCL,MRDL)
- Detected Contaminants
- Compliance
- Health Effects Language

Report Content

- Water System Information
 - Telephone number of a contact person
 - Information for non-English speaking population, if applicable
 - Information on public participation opportunities
- Source of Water Information
 - Type, common name & general location of water source(s)
 - Source water assessment information if available
 - Notice of availability of completed assessment
 - Information on how customers can obtain assessment
 - A brief summary of the system's susceptibility to potential sources of contamination

Report Content

cont'd

- Definitions
 - MCL and MCLG
 - Treatment technique, action level, variances and exemptions (only if applicable)
- Detected Contaminants
 - Include MCL and MCLGs for regulated contaminants
 - Report the highest level that were used to report compliance
 - Range of levels found
 - Description of likely source

Report Content

cont'd

Violations, length of violation, health effects language (if applicable)

- The date of the violation
- An explanation of the violation
- Include corresponding Health Effects Language-for each regulated contaminant that exceeds the MCL, the system(s) must make the appropriate reference (Health Effects Language) to describe the potential health effects
- Describe the steps the water system has taken to correct the violation

Report Content

cont'd

- Compliance with Drinking Water Regulations
- Required Education Materials
(Cryptosporidium, Arsenic, Radon) if applicable

Requirements under GWR

UNCORRECTED SIGNIFICANT DEFICIENCY	SPECIAL NOTICE IN CCR
FECAL INDICATOR POSITIVE GROUND WATER SOURCE SAMPLE	SPECIAL NOTICE IN CCR
FECAL INDICATOR-POSITIVE GROUND WATER SOURCE SAMPLE (UNTIL CORRECTIVE ACTION IS COMPLETED)	SPECIAL NOTICE IN CCR
TT – FAILURE TO TAKE CORRECTIVE ACTION	TIER 2 PN, CCR
TT – FAILURE TO MAINTAIN AT LEAST 4-LOG TREATMENT OF VIRUSES FOR GWSS CONDUCTING COMPLIANCE MONITORING	TIER 2 PN, CCR
FAILURE TO MEET MONITORING REQUIREMENTS	TIER 3 PN, CCR
ALL DETECTS FROM SOURCE WATER MONITORING OR RANGE OF RESULTS FOR CHEMICAL DISINFECTANTS	CCR WATER QUALITY DATA TABLE

Report Delivery

- CCR delivery requirements are based on the population served by the community public water system as outlined in section 19-13-B102(i) of the Regulations of Connecticut State Agencies (RCSA)
- Each System must make a good faith effort to reach consumers who do not get water bills, using means recommended by the CT Drinking Water Section
- Each Community Water System MUST make its report available to the public upon request

How must a Water System Distribute the Report to their Consumers?

- Systems serving fewer than 500 persons
 - Make copies available to the public upon request
 - Inform customers of the availability of the report by mail, door-to-door delivery or posting in a location approved by the department
- Systems serving 500-10,000 persons
 - Make copies available to the public upon request
 - Publish the report annually in one or more local newspaper serving the area in which the system's customers are located
 - Inform the customers, by mail or door-to-door delivery, that the report is available upon request

How must a Water System Distribute the Report to their Consumers?

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- Systems serving 10,000 or more persons:
 - Must mail or directly deliver the report to its customers
- Systems serving 100,000 or more persons:
 - Must, in addition to mail or direct delivery, post their current year's report to a publicly accessible site on the Internet

Report Requirements

All Community Public Water Systems **MUST** by:

July 1

- Send three (3) copies of your CCR to the CTDPH
- Send one (1) copy to Director(s) of Health of the city, town, borough, or district in which your system served its customers

August 9

Submit to the DWS a Certification Form that the CCR has been :

- Distributed to its customers
- The information is correct and consistent with compliance monitoring
- Copy of the form can be found on our web site:
http://www.ct.gov/dph/LIB/dph/drinking_water/pdf/ccr_certification.pdf

Lead Reporting Requirements

Under the new Lead and Copper Rule Revisions for the calendar year of 2008 all Community Public Water Systems are required to provide information on Lead that can be found at the following website:

http://www.epa.gov/safewater/lcrmr/pdfs/draft/guidance_lcrmr_publiceducation_cws.pdf

(see page 13 of this guidance document)

Consumer Confidence Report Instructions

Drinking Water Section's CCR webpage at:

http://www.ct.gov/dph/LIB/dph/drinking_water/pdf/CCR_INSTRUCTIONS.pdf

The CCRewriter

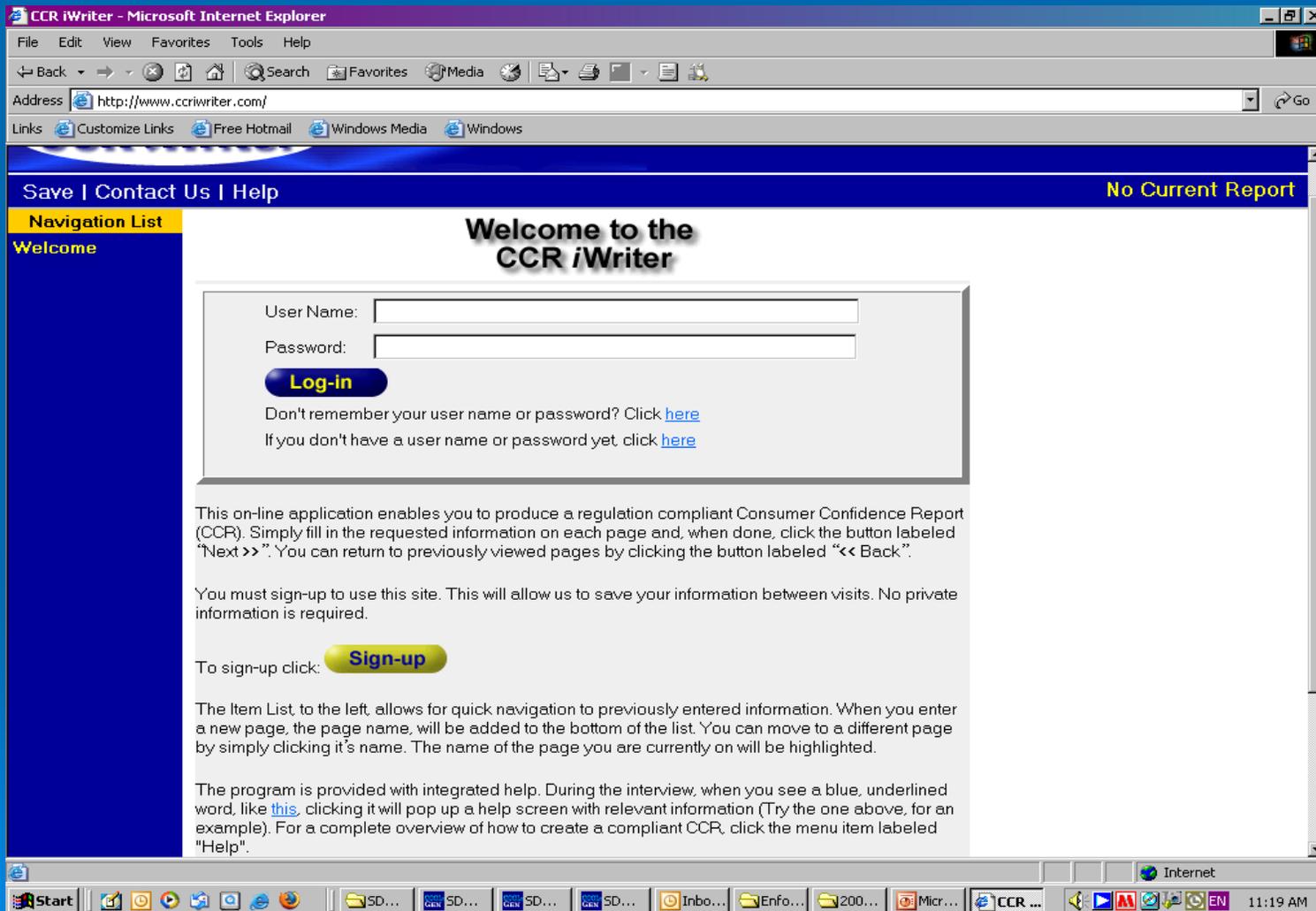
available at:

<http://www.ccriwriter.com/>

**You can request an I-writer CD by
calling the Safe Drinking Water
Hotline (1-800-426-4791)**

The CCRiwriter

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The screenshot shows a Microsoft Internet Explorer browser window displaying the CCR iWriter website. The address bar shows the URL <http://www.ccriwriter.com/>. The page features a navigation menu with 'Save | Contact Us | Help' and 'No Current Report'. A 'Navigation List' on the left includes 'Welcome'. The main content area is titled 'Welcome to the CCR iWriter' and contains a login form with fields for 'User Name' and 'Password', a 'Log-in' button, and links for 'Don't remember your user name or password?' and 'If you don't have a user name or password yet, click here'. Below the login form, there is a 'Sign-up' button and explanatory text about the application's purpose and usage. The Windows taskbar at the bottom shows the Start button and several open applications, including 'SD...', 'Inbo...', 'Enfo...', '200...', 'Micr...', and 'CCR ...', with the system clock showing 11:19 AM.

QUESTIONS???