

## **CONSUMER CONFIDENCE REPORT INSTRUCTIONS**

Prior to preparing your Consumer Confidence Report (CCR), you should obtain:

- (1) Water testing results for the previous year; and
- (2) Violations notices from the State of Connecticut, Drinking Water Section (DWS) if applicable; and
- (3) Any waivers, variances, or exemptions issued by the DWS if applicable.

For a complete description of the CCR Rule requirements, please reference 40 CFR Parts 141 and 142, which is available online at website at <http://www.epa.gov/OGWDW/ccr/ccr-frne.html>. To access EPA's CCR Writer program log on to <http://www.epa.gov/safewater/ccr/ccrwriter.html>.

For additional information regarding CCR requirements or to obtain a copy of the guidance document to prepare CCRs log on to [http://www.epa.gov/safewater/ccr/pdfs/quickrefguide\\_ccr.pdf](http://www.epa.gov/safewater/ccr/pdfs/quickrefguide_ccr.pdf).

Alternatively, you may also contact the DWS at 860.509.7333 or the EPA Hotline at 1.800.426.4791 for more information about the CCR Rule.

### **INTRODUCTION**

- Water System's Name.
- Describe service area, i.e. towns that are served by water system.

### **WATER QUALITY**

- List name(s) of certified laboratories that do testing for your water system.
- (If applicable) Variance, Exemption and/or Waiver - the report must contain:
  - (1) The date on which the variance, exemption and/or waiver was issued;
  - (2) An explanation of the reasons for the variance, exemption and/or waiver;
  - (3) A status report on the steps the system is taking to install treatment, find alternative sources of water or otherwise comply with the terms and schedules for the variance, exemption and/or waiver; and
  - (4) A notice of any opportunity for public input in the renewal of the variance, exemption and/or waiver.

*\*For example: Mayberry water system was granted a "Synthetic Organics Waiver" (Phase 11/ V) from (1/1/96-12/31/98). This is an exemption from the testing/monitoring requirements for pesticides, herbicides, fungicides and other industrial chemicals.*

- Violations (If applicable) - the report must contain:
  - (1) The date of violation;
  - (2) An explanation of the violation;
  - (3) Include the corresponding Health Effects Language
  - (4) Describe the steps the water system has taken to correct the violation.
- Information on health effects and sources of lead and copper; the following statements must be included in your system's CCR (if the system serves 1,000 or more persons or 250 or more consumers):

**Lead - Major Sources in Drinking Water:** Corrosion of household plumbing systems; erosion of natural deposits.

**Health Effects Statement:** Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show

*slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.*

**Copper** - *Major Sources in Drinking Water:* Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.

**Health Effects Statement:** *Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could, suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.*

## **WATER SUPPLY/SOURCE INFORMATION**

- List the source(s) of the water delivered by the community water system. Indicate whether the source(s) is/are a dug, drilled or gravel packed well and the location(s) of each. If the source(s) is/are a water body(ies), please fill in commonly used name.

## **SOURCE WATER ASSESSMENT** - Source water assessment information:

Source water assessment reports have been completed by the DPH and mailed to all public water systems. The CCR must 1) notify customers that this information is available and 2) include a brief summary of the system's susceptibility to potential sources of contamination, using language provided by the State or written by the operator and 3) tell them how to obtain the information.

Example: A water assessment of {pws source name} was recently completed by the Department of Public Health, Drinking Water Section. The updated assessment report can be found on the Department of Public Health's website:

[www.dph.state.ct.us/BRS/Water/Source\\_Protection/Assessments/Assessments.htm](http://www.dph.state.ct.us/BRS/Water/Source_Protection/Assessments/Assessments.htm).

The assessment found that this public drinking water source has a {SWAP rating} susceptibility to potential sources of contamination."

Additional source water assessment information can be found at the Environmental Protection Agency's website: <http://www.epa.gov/safewater/protect/swap.html>.

## **WATER SYSTEM DATA**

- Number of miles of water main.
- Number of customers served by water system, during year of report.
- Yearly and daily water production.
- Storage tank(s) capacity.
- Describe water treatment techniques (i.e. filtration, aeration, pH adjustments, etc.).
- Describe water disinfection techniques (i.e. sodium hypochlorite, chloramine, ozonation, etc.).

## **HIGHLIGHTS**

- For the year of report.
- Indicate water system's name.
- Describe recent system improvements (i.e. mains installed, replaced, service area extensions, pump stations, etc.).

## **FUTURE PLANS AND NEEDS**

- Water system's name.
- Describe future (proposed) system improvements (i.e. mains installed, replaced, service area extensions, pump stations, etc.).

## **OTHER IMPORTANT INFORMATION**

- Business office telephone number and fax number.

- Treatment facility telephone number and fax number.
- Date, time and location of regularly held public meetings or board meetings.
- Water system's mailing address.
- Water system's email address or web site (if available).
- List Board of Trustees names and titles.
- List Employees names and titles.
- In communities with a large proportion of non-English speaking residents (e.g. Spanish), the report must contain a telephone number where such residents may contact the system to obtain a translated copy of the report or assistance in the appropriate language (if applicable). For various translations:  
<http://www.dhs.cahwnet.gov/org/ps/ddwem/publications/CCR/TranslationsforCCR6-8-01.doc>.

#### **TABLE OF DETECTED CONTAMINANTS**

- List the highest detected level -or- the highest monthly average for each of the detected regulated contaminants in the table, below the column labeled "Actual Test Results". In general, report results as you would report them for compliance purposes. More specific reporting criterion:
  - (1) Turbidity: Report results in the same way you would for compliance purposes. For surface water sources, report the highest monthly average and the range. For ground water sources, report the highest annual test result. Depending on your source, if the Maximum Contamination Level (MCL) is exceeded then the corresponding Health Effects Language must be included in the CCR.
  - (2) Coliform: Report the highest monthly number of positive samples for systems collecting fewer than 40 samples per month. If a system has a positive and one or more of the rechecks are positive then the corresponding Health Effects Language must be included in the CCR. For systems collecting 40 or more samples per month, you must report the highest monthly percentage of positive samples. If a system has more than 5% positives in a month, then the corresponding Health Effects Language must be included in CCR.
  - (3) Lead and Copper: Report the 90<sup>th</sup> percentile value of the most recent round of sampling and the number of sampling sites exceeding action level. If the 90<sup>th</sup> percentile action level is exceeded - then the corresponding Health Effects Language must be included in CCR.
  - (4) Fluoride: For systems that fluoridate, report the highest monthly average and the range. For systems that do not fluoridate, report the highest annual test result. If the MCL is exceeded then the corresponding Health Effects Language must be included in the CCR.
  - (5) Total Trihalomethanes: Report results in the same way you would for compliance purposes. Report the highest monthly average and the range - for the sum of all TTHM compounds. If the Maximum Contamination Level (MCL) is exceeded then the corresponding Health Effects Language must be included in the CCR.
  - (5) All Others: Report the highest annual test result or back to the last available test result (no older than 5 years). If the Maximum Contamination Level (MCL) is exceeded, then the corresponding Health Effects Language must be included in the CCR.
- You must clearly identify or highlight contaminants, which exceed MCL (i.e. bold print, asterisk).
- When a system is allowed to monitor for regulated contaminants less often than once a year, the table must include the date and results of the most recent sampling.
- The data must be derived from data collected to comply with U.S. EPA and State monitoring and analytical requirements for:
  - (1) contaminants subject to an MCL, action level or treatment technique (regulated contaminants);
  - (2) other contaminants for which monitoring is required (unregulated contaminants); and
  - (3) monitoring for disinfection by-products or microbiological contaminants, in accordance with 40 CFR §141.142 and 141.143.

**Include the following contaminants in the table only if applicable, as follows:**

Cryptosporidium: If the system has performed any monitoring for Cryptosporidium that *indicates that it may be present in the source water or the finished water*, the report must include:

- (1) a summary of the results of the monitoring; and
- (2) an explanation of the significance of the results.

Radon: If the system has performed any monitoring for Radon *that indicates that it may be present in the finished water*, the report must include:

- (1) the results of the monitoring; and
- (2) an explanation of the significance of the results.

Other Unregulated Contaminants: if the system *has performed additional monitoring which indicates the presence of other contaminants in the finished water*, the system must determine if the U.S. EPA has proposed a National Primary Drinking Water Regulation (NPDWR) or issued a health advisory for that contaminant by calling the Safe Drinking Water Hotline (800.426.4791). If an NPDWR has been proposed or a health advisory has been issued, the report may include:

- (1) The results of the monitoring; and
- (2) An explanation of the significance of the results noting the existence of a health advisory or a proposed regulation.

Additional monitoring results may be attached to table.

#### **HEALTH EFFECTS LANGUAGE**

- (If applicable) For each regulated contaminant that exceeds the MCL, the system must make the appropriate reference (Health Effects Language) to describe the potential health effects. If there were no MCL exceedances, or violations then you may disregard the Health Effects Language.

#### **REPORT DELIVERY**

- Each community water system must submit **three** copies of the CCR report to be distributed to customers. Please send **three** copies of your CCR to:

CCR Coordinator  
CT Department of Public Health  
Drinking Water Section, MS #12DWS  
P.O. Box 340308  
410 Capitol Avenue  
Hartford, CT 06134-0308

Additionally, **one** copy of the CCR report must be sent to the local director of health of each city, town, borough or district served by the community water system.

- Basic Delivery Requirements: CCR delivery requirements are based on the population served by the community water system as outlined in 19-13-B102(i). Each community water 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 reports available to the public upon request.
- Systems serving 10,000 or more persons: Community water systems serving 10,000 or more persons must mail or directly deliver the report to its customers. A good faith effort must be

made to reach consumers who do not get water bills, using means recommended by the CT Drinking Water Section.

- Systems serving 100,000 or more persons: Community water systems serving 100,000 or more persons must *also*, in addition to mail or direct delivery, post their current year's report to a publicly accessible site on the Internet.
- Systems serving more than 500 persons and fewer than 10,000 persons: Community systems serving more than 500 persons and fewer than 10,000 persons must (i) publish the report in one or more newspapers serving the area in which the system's customers are located; (ii) inform the customers, by mail or door-to-door delivery, that the report is available upon request; and (iii) make copies of the report available to the public upon request.
- Systems serving 500 or fewer persons: Community systems serving 500 or fewer persons must (i) inform the customers, by mail, door-to-door delivery, or by posting in a location approved by the department that the report is available upon request; and (ii) make copies of the report available to the public upon request.
- Record Keeping: Water systems must retain copies of its CCR for no less than 5 years.

#### **CERTIFICATION**

- The system must submit to the DWS a Certification Form no later than **August 9<sup>th</sup>**, each year that the CCR has been:
  - (1) distributed to its customers; and
  - (2) the information is correct and consistent with compliance monitoring.

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