

CONSUMER CONFIDENCE REPORT INSTRUCTIONS

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Introduction

The Consumer Confidence Report (CCR) is an annual report that is provided by a community water system (CWS) to their consumers and contains information on the quality of the water delivered by the system and characterizes the risks (if any) from exposure to contaminants detected in the drinking water in an accurate and understandable manner.

Each CWS must mail or directly deliver **one** copy of the CCR to each customer by **July 1** of each year. Note, exceptions to direct delivery apply to smaller systems (<10,000 persons) that meet the mailing waiver requirements (see section on Basic Delivery Requirements).

Each CWS must mail **three** copies of the CCR to the Department of Public Health Drinking Water Section (the Department) by **July 1** of each year

Each CWS must mail **one** copy of the CCR to the local director of health of each city, town, borough, or district served by the CWS by **July 1** of each year.

Each CWS must submit to the Department a Certification Form no later than **August 9th** of each year.

This document is intended to provide general instruction for the content required to complete the annual CCR. Statements included in quotations are required language and must be included as written within the quotes. Statements that include brackets [] indicate areas where the CWS needs to fill in required information.

Preparing for the Consumer Confidence Report (CCR)

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

- Water testing results for the previous year;
- Violation notices from the State of Connecticut, Drinking Water Section (DWS) if applicable;
- Any waivers, variances, or exemptions issued by the DWS if applicable;
- Level 1 and Level 2 Assessments if applicable; and
- Sanitary Survey Report and review Significant Deficiencies, if applicable.

There are eight (8) elements that must be included in a CCR. These eight elements are the minimum information that **every CCR must contain**, and include:

1. **Water system information** (name and phone number of a contact person; information on public participation opportunities)
2. **Source(s) of water**
3. **Definitions**
4. **Detected contaminants table**
5. **Information on monitoring for *Cryptosporidium*, radon, and unregulated contaminants** (if detected)
6. **Compliance with National Primary Drinking Water Regulations** (for example, explanation of violations, potential health effects, and corrective action steps taken; special notices for Ground Water Rule and Revised Total Coliform Rule)
7. **Variances or Exemptions**, if applicable (for example, under certain conditions the state or EPA may have granted permission not to meet a maximum contaminant level (MCL) or a treatment technique)
8. **Required additional information** (such as, explanation of contaminants in drinking water and bottled water; information to vulnerable populations about *Cryptosporidium*; statements on nitrate, lead, and arsenic)

For a complete description of the CCR Rule requirements, please reference 40 CFR Parts 141.151-141.154, which is available online at <https://www.ecfr.gov/current/title-40/chapter-I/subchapter-D/part-141/subpart-O>.

EPA has created a tool called iWriter to help community water systems create their annual CCRs. To access EPA's CCR iWriter program, log on to https://ordspub.epa.gov/ords/safewater/f?p=140:LOGIN_DESKTOP.

For additional information regarding CCR requirements or to obtain copies of EPA's guidance documents to prepare CCRs, please access EPA's CCR website at <https://www.epa.gov/ccr>.

Alternatively, you may also contact the DWS at 860.509.7333, visit the DWS CCR webpage at <https://portal.ct.gov/DPH/Drinking-Water/DWS/Consumer-Confidence-Reports>, or the EPA through the following website for more information about the CCR Rule: <https://www.epa.gov/ccr/forms/contact-us-about-consumer-confidence-reports>.

The following sections detail the eight required elements of the CCR.

1 Water System Information

Element 1 includes basic information for the water system. Required content for this section of the CCR includes the water system's name, the name and phone number of a contact person, information on public participation opportunities, and information to meet multilingual requirements. Optional information to provide in this section includes water system data, highlights for the year of the report, future plans and needs, and other important information.

Required Information

- Water System's Name and public water system ID number;
- Telephone number of the owner, operator, or designee of the community water system as a source of additional information concerning the report;
- Include information about opportunities for public participation (e.g. time and place of regularly scheduled board meetings); and

- In communities with a large proportion of non-English speaking residents, as determined by the State of Connecticut Department of Public Health Drinking Water Section, the report must contain information in the appropriate language(s) regarding the importance of the report or contain a telephone number or address where such residents may contact the system to obtain a translated copy of the report or assistance in the appropriate language.

For assistance with translations access the following:

<https://www.epa.gov/ccr/how-water-systems-comply-ccr-requirements>

Optional Information

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.); and
- Describe water disinfection techniques (i.e. sodium hypochlorite, chloramine, ozonation, etc.).

Highlights for the Year of the Report

- Describe recent system improvements (i.e. mains installed, replaced, service area extensions, pump stations, etc.).

Future Plans and Needs

- Describe future (proposed) system improvements (i.e. mains to be 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;
- Water system's mailing address;
- Water system's email address or web site (if available);
- List Board of Trustees names and titles; and
- List Employees names and titles.

2 Source(s) of Drinking Water

Element 2 includes information on the source of water delivered. Required content for this section of the CCR includes information on a source water assessment, if one has been completed, and on the type of water (ex. surface water or ground water), the commonly used name of the water source (if any), and the location of body (or bodies) of water. Optional information to provide in this section can include additional information for the type of groundwater source and additional information on where the source water is geographically located (ex. pictures or maps).

Water Source Information

Identify source(s) of the water delivered by providing information on:

- Type of water (ex. surface water, groundwater);
- Commonly used name(s) of water source(s);
- Location of water source(s)

Example: *The Town of [town name] customers depend on a water supply that comes from [number] groundwater sources. Wells are located at various locations throughout the Town in two separate aquifers, [water body name] and [water body name]; and*

- If groundwater source, indicate if it is a dug, drilled, or gravel-packed well (optional).

Source Water Assessment

Include information on source water assessments, if available for the system. The CCR must include:

- Notice of availability of the assessment;
- How to obtain a copy of the assessment;
- Report significant sources of contamination; and
- Provide a brief summary of the system's susceptibility to potential sources of contamination.

Example informational statement: A water assessment of [Name of Drinking Water Source(s)] 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: <https://portal.ct.gov/DPH/Drinking-Water/DWS/Source-Water-Assessment-Program-SWAP-Reports>. 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: <https://www.epa.gov/sourcewaterprotection/source-water-assessments>.

3 Definitions

Element 3 Definitions is essential to consumer's understanding of the information being provided in the contaminants table in Element 4 and Element 6 regarding violations. When assessing which definitions to include, you should review your system's monitoring results, assessment triggers, violations, and variances or exemptions to determine what definitions are applicable. Note that definitions for maximum contaminant level goal and maximum contaminant level are always required.

Required Definitions

- Maximum Contaminant Level Goal or MCLG
- Maximum Contaminant Level or MCL

Applicable Definitions

- Action Level or AL
- Treatment Technique or TT
- Maximum residual disinfectant level goal or MRDLG
- Maximum residual disinfectant level or MRDL
- Level 1 Assessment
- Level 2 Assessment
- Variances and Exemptions

4 Information on Detected Contaminants

Element 4 Information on Detected Contaminants is used to inform your consumers of any chemicals detected during monitoring. All detected contaminants subject to mandatory monitoring must be reported in a table or a series of adjacent tables. Any additional monitoring results that a CWS chooses to include must be displayed separately. Required content for this section of the CCR includes contaminants subject

to a MCL, action level, maximum residual disinfectant level, or treatment technique (regulated contaminants), contaminants for which monitoring is required for unregulated contaminants, and certain disinfection by-products or microbial contaminants. For more information on the format of the detected contaminants table, please access EPA's website on Understanding Your Water Quality Report at: Understanding your Water Quality Report (<https://www.epa.gov/ccr/understanding-your-annual-water-quality-report>).

Requirements for information to be included in each CCR table for contaminants subject to mandatory monitoring apply to:

- Contaminants subject to an MCL, action level, maximum residual disinfectant level, or treatment technique (regulated contaminants);
- Other contaminants for which monitoring is required (unregulated contaminants); and
- Monitoring for disinfection by-products or microbiological contaminants.

Requirements for the Detected Contaminants Table

- Include date and results of most recent sampling (do not include results older than 5 years);
- For comparison with the results displayed in the table, the corresponding MCL, MCLG, TT, or AL must be included;
- List the highest detected level -or- the highest monthly average for each of the detected regulated contaminants in the table. In general, report results as you would report them for compliance purposes;
- You must clearly identify or highlight contaminants, which exceed the MCL (i.e. bold print, asterisk);
- Clearly indicate any contaminant detected in violation of EPA standard as well as an explanation of the violation including the length of the violation, the potential adverse health effects, and actions taken to address the violation;
 - Please reference the Health Effects Language for CCR document on the Department's CCR webpage;
- Include likely source(s) of detected contaminants.
- More specific reporting criterion:
 - Turbidity: Report results in the same way you would for compliance purposes. When it is reported pursuant to [40 CFR 141.13](#) where the CWS is using a surface water source in whole or in part and units are in Turbidity Units (TU): report the highest average monthly value. When it is reported pursuant to [40 CFR 141.71](#) where a CWS is using surface water or groundwater under the direct influence of surface water where filtration is not used and units are in NTU: report the highest monthly value and include an explanation of the reasons for measuring turbidity. When it is reported pursuant to [40 CFR 141.73 or 141.173, or 141.551](#) where a CWS is using surface water or groundwater under the direct influence of surface water where filtration is used and units are in NTU: report the highest single measurement and the lowest monthly percentage of samples and include an explanation of the reasons for measuring turbidity.
 - E. coli: Report analytical results under the Revised Total Coliform Rule: the total number of positive samples.
 - Lead and Copper: Report the 90th percentile value of the most recent round(s) of sampling, the number of sampling sites exceeding action level, and the range of tap sampling results. Note: lead is reported in parts per billion (ppb) and copper is reported in parts per million (ppm).
 - 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.

- **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.
- **All Others:** Report the highest annual test result or back to the last available test result (no older than 5 years).
- List name(s) of certified laboratories that do testing for your water system (optional).

5 Information on *Cryptosporidium*, Radon, and Unregulated Contaminants

Element 5 requires information to be included in the CCR for *Cryptosporidium*, Radon, and other unregulated contaminants detected in the finished water, as applicable.

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:

- a summary of the results of the monitoring; and
- 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:

- the results of the monitoring; and
- 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 CCR may include:

- The results of the monitoring, including the average and range at which the contaminant was detected; and
- 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 the detected contaminants table.

6 Compliance with National Primary Drinking Water Regulations (NPDWR)

Element 6 includes information on the system's compliance with National Primary Drinking Water Regulations. The CCR must note any violation that occurred during the year covered by the report. The report must contain a clear and readily understandable explanation of the violation, any adverse health effects, and steps the system has taken to correct the violation.

Violations

The report must note any violations that occurred during the year covered by the report. The report must contain:

- The date of violation; and
- An explanation of the violation; and
- Include the corresponding Health Effects Language; and
- Describe the steps the water system has taken to correct the violation.

Public Notification

The Consumer Confidence Report may be used as a vehicle for the initial **Tier 3 public notice** and all required repeat notices, as long as:

- The CCR is provided to persons served no later than 12 months after the system learns of the violation;
- The Tier 3 Public Notice contained in the CCR follows the content requirements for the applicable public notification; and
- The CCR is distributed following the delivery requirements for a Tier 3 public notice.

Revised Total Coliform Rule - Level 1 & Level 2 Assessments

In accordance with the Revised Total Coliform Rule, the report must note any Level 1 and/or Level 2 Assessments that were completed during the year being reported.

Any system required to comply with the **Level 1 assessment requirement or a Level 2 assessment requirement that is not due to an *E. coli* MCL violation** must include the text below as appropriate, filling in the blanks accordingly.

- “Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.”
- “During the past year we were required to conduct [**INSERT NUMBER OF LEVEL 1 ASSESSMENTS**] Level 1 assessment(s). [**INSERT NUMBER OF LEVEL 1 ASSESSMENTS**] Level 1 assessment(s) were completed. In addition, we were required to take [**INSERT NUMBER OF CORRECTIVE ACTIONS**] corrective actions and we completed [**INSERT NUMBER OF CORRECTIVE ACTIONS**] of these actions.”
- “During the past year [**INSERT NUMBER OF LEVEL 2 ASSESSMENTS**] Level 2 assessments were required to be completed for our water system. [**INSERT NUMBER OF LEVEL 2 ASSESSMENTS**] Level 2 assessments were completed. In addition, we were required to take [**INSERT NUMBER OF CORRECTIVE ACTIONS**] corrective actions and we completed [**INSERT NUMBER OF CORRECTIVE ACTIONS**] of these actions.”

Any system that has failed to complete all the required assessments or correct all identified sanitary defects, is in violation of the treatment technique requirement and must also include one or both of the following statements, as appropriate:

- “During the past year we failed to conduct all of the required assessment(s).”
- “During the past year we failed to correct all identified defects that were found during the assessment.”

Any system required to conduct a **Level 2 assessment due to an *E. coli* MCL violation** must include the text below as appropriate, filling in the blanks accordingly.

- “*E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune

systems. We found *E. coli* bacteria, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.”

- “We were required to complete a Level 2 assessment because we found *E. coli* in our water system. In addition, we were required to take [INSERT NUMBER OF CORRECTIVE ACTIONS] corrective actions and we completed [INSERT NUMBER OF CORRECTIVE ACTIONS] of these actions.”

Any system that has failed to complete the required assessment or correct all identified sanitary defects, is in violation of the treatment technique requirement and must also include one or both of the following statements, as appropriate:

- “We failed to conduct the required assessment.”
- “We failed to correct all sanitary defects that were identified during the assessment that we conducted.”

Ground Water Rule

In accordance with the Groundwater Rule, the report must note any uncorrected significant deficiencies and any fecal indicator-positive ground water sources samples.

Significant Deficiencies

- Any ground water system that receives notice from the State of a significant deficiency must inform its customers of any significant deficiency that is uncorrected at the time of the next report.
- The system must continue to inform the public annually until the State determines that the particular significant deficiency is corrected.
- Each report must include the following elements:
 - The nature of the particular significant deficiency and the date the significant deficiency was identified by the State; and
 - For each significant deficiency that has not been addressed, the State-approved plan and schedule for correction, including interim measures, progress to date, and any interim measures completed.
- If directed by the State, a system with significant deficiencies that have been corrected before the next report is issued must inform its customers of the significant deficiency, how the deficiency was corrected, and the date of correction of this section.

Fecal Indicator-Positive Ground Water Source Sample

- Any ground water system that receives notice from a laboratory of a fecal indicator-positive ground water source sample that is not invalidated by the State must inform its customers of any fecal indicator-positive ground water source sample in the next report.
- The system must continue to inform the public annually until the State determines that the fecal contamination in the ground water source is addressed.
- Each report must include the following elements:
 - The nature of the source of the fecal contamination (if the source is known) and the dates of the fecal indicator-positive ground water source samples;
 - If the fecal contamination in the ground water source has been addressed and the date of such action;
 - For each fecal contamination in the ground water source that has not been addressed, the State-approved plan and schedule for correction, including interim measures, progress to date, and any interim measures completed; and

- If the system receives notice of a fecal indicator-positive ground water source sample that is not invalidated by the State, the potential health effects.

7 Information if the System is Operating Under a Variance or Exemption

Under certain conditions the state or EPA may have granted permission not to meet a maximum contaminant level or treatment technique. Element 7 requires information to be included in the CCR regarding variances and exemptions. If a system is operating under a Variance, Exemption and/or Waiver, the report must contain the information below.

- The date on which the variance, exemption and/or waiver was issued; and
- An explanation of the reasons for the variance, exemption and/or waiver; and
- 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
- 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 II/ 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.*

8 Required Additional Information

Element 8 includes required additional information regarding an explanation of contaminants in drinking water, explanation of vulnerability of immune-compromised populations, and additional health statements regarding lead, and, as applicable, information on nitrate, arsenic, and total trihalomethanes (TTHM).

Explanation of Contaminants in Drinking Water

The report must contain a brief explanation regarding contaminants which may reasonably be expected to be found in drinking water including bottled water. The language below can be used to comply with this requirement:

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**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

- **Radioactive contaminants**, which can be naturally-occurring or be the result of oil and gas production and mining activities.

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.

Drinking water, including bottled water, may reasonably 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 Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

Explanation of Vulnerability of Immune-Compromised Populations

All reports must prominently display the following 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 (800-426-4791).”

Lead-Specific Informational Statement

Every report must include the following lead-specific information:

“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>.”

Informational Statement for Arsenic (if applicable)

For a CWS that detects arsenic above 0.005 mg/L and up to and including 0.010 mg/L, the report must include a short informational statement about arsenic, using language such as:

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.

Informational Statement for Nitrate (if applicable)

For a CWS that detects nitrate at levels above 5 mg/L, but below the MCL, the report must include a short informational statement about the impacts of nitrate on children, using language such as:

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 advice from your health care provider.

Health Effects Language for Total Trihalomethanes (TTHM) (if applicable)

For a CWS that detects Total Trihalomethanes (TTHM) above 0.080 mg/L, but below the MCL, as an annual average, the report must include the following health effects language:

“Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.”

Additional Information Required for Systems Serving 1,000 or More Persons or 250 Consumers or More

Each CWS serving 1,000 or more persons or 250 consumers or more are required to include in the CCR educational materials or information on water conservation, water supply source protection methods, including methods to reduce contamination, and health effects and sources of lead and copper. The content below will fulfill the requirements of Section 25-32k of the Connecticut General Statutes.

Water Conservation

Systems may choose to use pre-printed materials, e.g., brochures developed by EPA, or water association regarding conservation measures. The material that the system chooses to utilize must be referenced in the CCR including date(s) of anticipated mailing to consumers; or, the system may include this information directly in the CCR. An example of language to include on water conservation to meet this requirement is below:

Information on water conservation may be obtained by accessing EPA’s “WaterSense” webpage: <https://www.epa.gov/watersense>.

Water is a limited resource so it is vital that we all work together to maintain it and use it wisely. Here are a few tips you can follow to help conserve:

- Check for leaky toilets (put a drop of food coloring in the tank, let it sit if the water in the bowl turns color, you have a leak). A leaking faucet or toilet can dribble away thousands of gallons of water a year.
- Consider replacing your 5-gallon per flush toilet with an efficient 1.6 gallon per flush unit. This will permanently cut your water consumption by 25%.
- Run only full loads in dishwashers and washing machines. Rinse all hand-washed dishes at once.
- Turn off the faucet while brushing teeth, or shaving.
- Store a jug of ice water in the refrigerator for a cold drink.
- Water lawn and plants in the early morning or evening hours to avoid excess evaporation. Don’t water on a windy, rainy or very hot day.
- Water shrubs and gardens using a slow trickle around the roots. A slow soaking encourages deep root growth, reduces leaf burn or mildew and prevents water loss. Select low-water demanding plants that provide an attractive landscape without high water use.

- Apply mulch around flowers, shrubs, vegetables and trees to reduce evaporation, promote plant growth and control weeds. Shrubs and ground covers require less maintenance, less water and provide year-round greenery.
- Be sure that your hose has a shut-off nozzle. Hoses without a nozzle can spout 10 gallons more per minute.
- When washing your car, wet it quickly, turn on the spray, wash it with soapy water from the bucket, rinse quickly.
- Be sure sprinklers water only your lawn, not the pavement.
- Never use the hose to clean debris off your driveway or sidewalk. Use a broom.
- Rinse other items, such as bicycles or trash, on the lawn to give your grass and extra drink.

Water Supply Source Protection Methods

Systems may choose to use pre-printed materials, e.g., brochures developed by EPA, or water association regarding source water protection methods (including methods to reduce contamination). The material that the system chooses to utilize must be referenced in the CCR including date(s) of anticipated mailing to consumers; or, the system may include this information directly in the CCR.

An example of information to be included in the CCR:

Source Water Protection: Source water is untreated water from streams, rivers, lakes, or underground aquifers that is used to supply public drinking water. Preventing drinking water contamination at the source makes good public health sense, good economic sense, and good environmental sense. You can be aware of the challenges of keeping drinking water safe and take an active role in protecting drinking water. There are lots of ways that you can get involved in drinking water protection activities to prevent the contamination of the ground water source. Dispose properly of household chemicals, help clean up the watershed that is the source of your community's water, attend public meetings to ensure that the community's need for safe drinking water is considered in making decisions about land use. Contact us at (water system contact information) for more information on source water protection or contact the Environmental Protection Agency (EPA) at 1.800.426.4791. You may also find information on EPA's website at <https://www.epa.gov/sourcewaterprotection>.

Health Effects and Sources of Lead and Copper

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.

CCR Delivery and Certification Requirements

Report Delivery

- Each community water system (CWS) must mail or directly deliver **one** copy of the Consumer Confidence Report to each customer by July 1 of each year.
Note: Exceptions to direct delivery may apply to smaller systems (<10,000 persons) that meet the mailing waiver requirements. For more information, the mailing waiver requirements are listed in the Basic Delivery Requirements section.
- Each CWS must mail **three** copies of the CCR by July 1 of each year to the Department at:
CCR Coordinator
CT Department of Public Health Drinking Water Section, MS #12DWS
P.O. Box 340308 410 Capitol Avenue
Hartford, CT 06134-0308
- Each CWS must mail **one** copy of the CCR by July 1 of each year to the local director of health of each city, town, borough, or district served by the CWS.

Basic Delivery Requirements

CCR delivery requirements are based on the population served by the community water system as outlined in 19-13-B102(i). Every 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 100,000 or more persons
Community water systems serving 100,000 or more persons must mail or directly deliver the report to its customers. In addition to mail or direct delivery, systems serving 100,000 or more persons must post their current year's report to a publicly accessible site on the Internet.
- 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.
- 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 can use the mail/direct delivery method or utilize the mailing waiver. Those CWS that choose to use the mailing waiver must:
 1. Publish the report in one or more newspapers serving the area in which the system's customers are located;
 2. Inform the customers, by mail or door-to-door delivery, that the report is available upon request; and
 3. Make copies of the report available to the public upon request.
- Systems serving 500 or fewer persons
Community systems serving 500 or fewer persons can use the mail/direct delivery method or utilize the mailing waiver. Those CWS that choose to use the mailing waiver must:
 1. 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
 2. Make copies of the report available to the public upon request.

Governor’s Mailing Waiver

This waiver allows community water systems serving less than 10,000 persons to forgo the mailing or other direct delivery requirements of the reports.

If a system chooses to utilize this waiver, it must:

1. Inform customers it will not be providing copies of the CCR by mail or other direct delivery method;
2. Publish the report annually in one or more local newspapers serving areas in which the system’s customers are located; and
3. Make copies of the CCR available to the public upon request.

Requirements 1 and 2 listed above may be waived by community water systems that serve fewer than 500 persons, if the system provides notice once a year that the CCR is available upon request, by mail, door-to-door delivery, or postings.

To review a copy of the Governor’s Mailing Waiver please visit the following website:

https://portal.ct.gov/-/media/Departments-and-Agencies/DPH/dph/drinking_water/pdf/ccrmailingwaiverpdf.pdf

Examples of Direct Delivery	
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 that the CCR is available and provides a direct URL to the CCR where it can be viewed. *
Email – direct URL to CCR	CWS emails to each bill-paying customer a direct URL to the CCR on a publicly available site on the Internet.*
Email – CCR sent as an attachment to the email	CWS emails to each bill-paying customer the CCR as an electronic file email attachment (ex. PDF).
Email – CCR sent as an embedded image in an email	CWS emails to each bill-paying customer the CCR text and tables inserted into the body of an email (not as an attachment).

* A URL that navigates to a webpage that requires a customer to search for the CCR does not meet the “directly deliver” requirement.

Examples of “Good Faith” Efforts
“Good faith” efforts should be tailored to reach customers served by the system but are not bill-paying customers
Posting the CCR on the Internet
Mailing the CCR to Postal patrons within the service area (attach list of zip codes used)
Advertising availability of the CCR in news media (attach copy of announcement)
Posting the CCR in public places (attach a list of locations)
Delivery of multiple copies to single bill addresses serving several persons such as: apartments, businesses, and large private employers
Delivery to community organizations (attach a list)
Electronic municipal newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
Electronic announcement of CCR availability via social media outlets (attach list of social media outlets used)

Record Keeping

Water systems must retain copies of its CCRs for no less than 5 years.

Certification

Each CWS must submit to the Department of Public Health, Drinking Water Section a Certification Form no later than **August 9th** of each year that certifies:

- One copy of the CCR has been mailed or directly delivered to its customers by July 1;
- Three copies of the CCR have been provided to the CT Department of Public Health, Drinking Water Section;
- One copy of the CCR has been provided to the Director of Health of each city, town, borough, or district served;
- The information contained in the CCR is correct and consistent with compliance monitoring data previously submitted to the CT Department of Public Health, Drinking Water Section; and
- The CCR has been used to provide Tier 3 public notice to their customers, if applicable.

Note: If the CCR is used to provide Tier 3 notice, the Public Notification Certification of Compliance is required to be completed and submitted to the Department, in addition to the completed CCR Certification Form. The Department's CCR Certification form (Revised August 2022) contains a line item to check off if a Tier 3 notice was provided within the CCR. If this item is checked on the CCR Certification form, then a separate Public Notification Certification form does not need to be submitted to the Department.

To obtain a copy of the Department's CCR Certification form please visit the following website:

https://portal.ct.gov/-/media/Departments-and-Agencies/DPH/dph/drinking_water/pdf/CCR_Certification_form_Rev_6-3-2022.pdf

Please submit the completed and signed Certification Form to:

- CCRCoordinator.dph@ct.gov; and/or
- CCRCoordinator
CT Department of Public Health Drinking Water Section, MS #12DWS
P.O. Box 340308 410 Capitol Avenue
Hartford, CT 06134-0308

If you have any questions regarding these instructions please contact the Department of Public Health, Drinking Water Section's CCR Coordinator at 860.509.7333 or visit the Department's CCR webpage at <https://portal.ct.gov/DPH/Drinking-Water/DWS/Consumer-Confidence-Reports>.

November 3, 2022