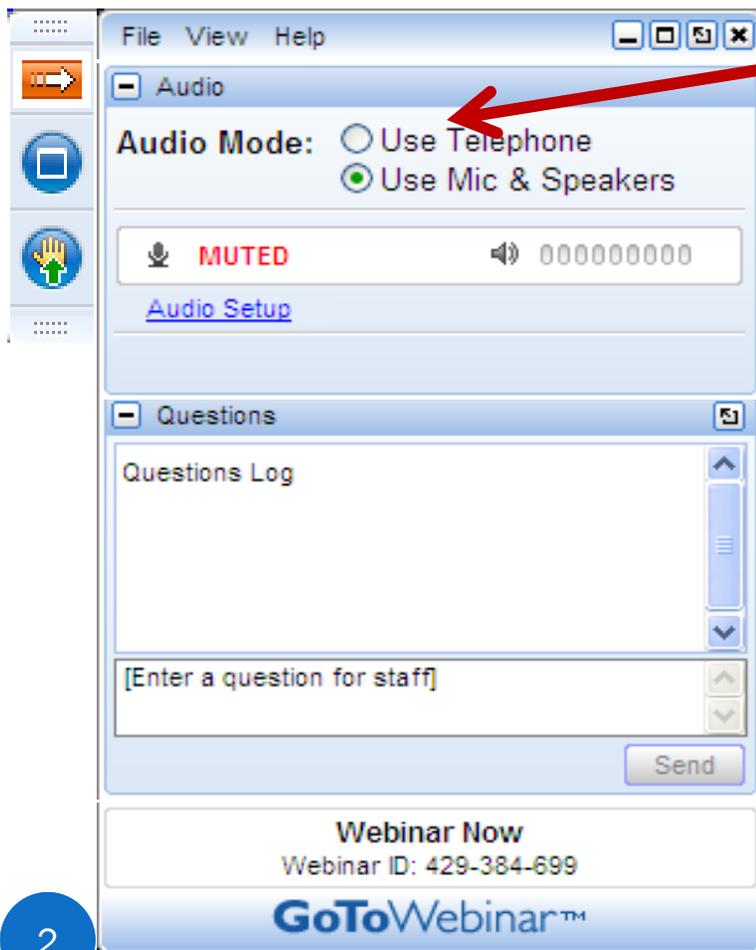


Consumer Confidence Report Rule (CCR)  
Retrospective Review  
Listening Session

February 23, 2012

2:00 – 4:00 (EST)

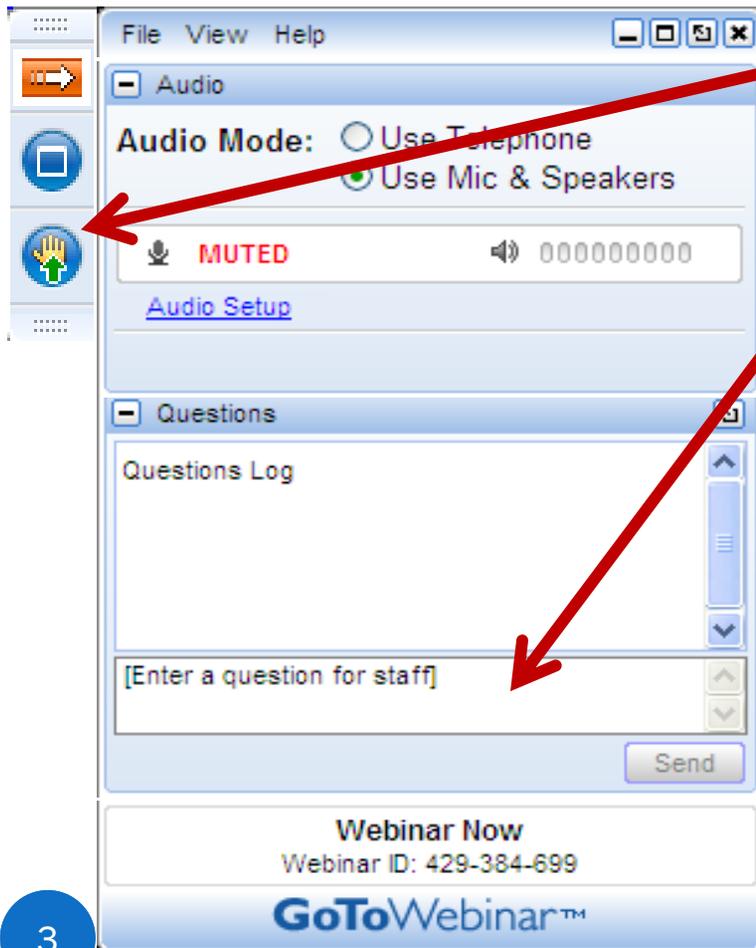
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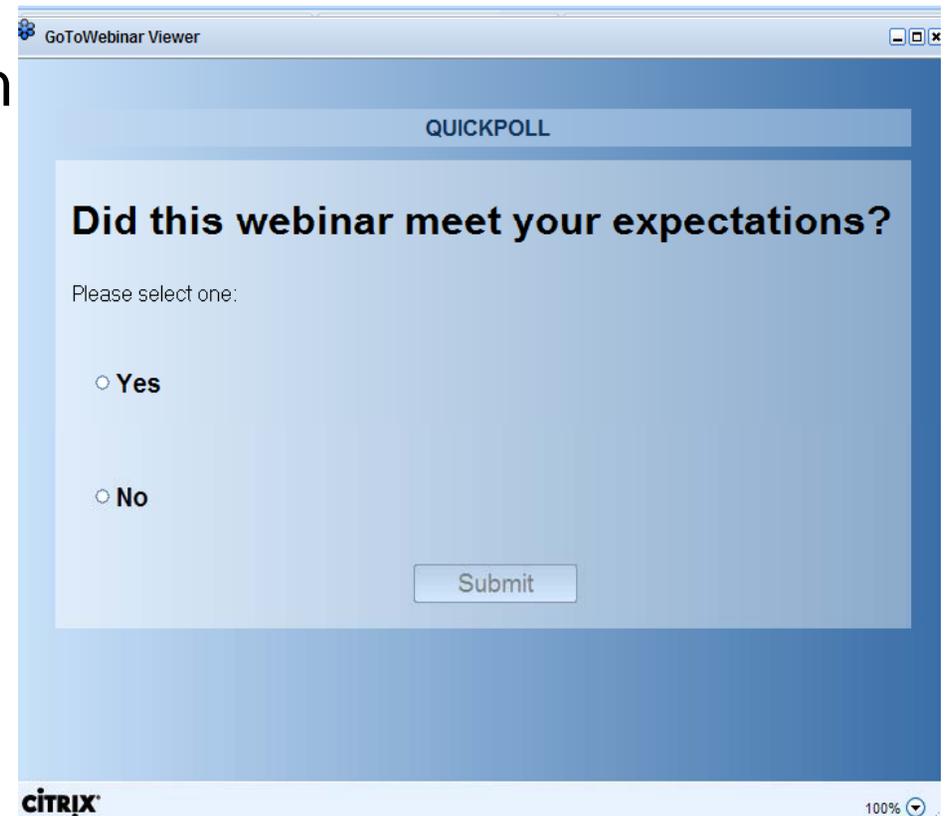
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- Raise your hand if you need assistance
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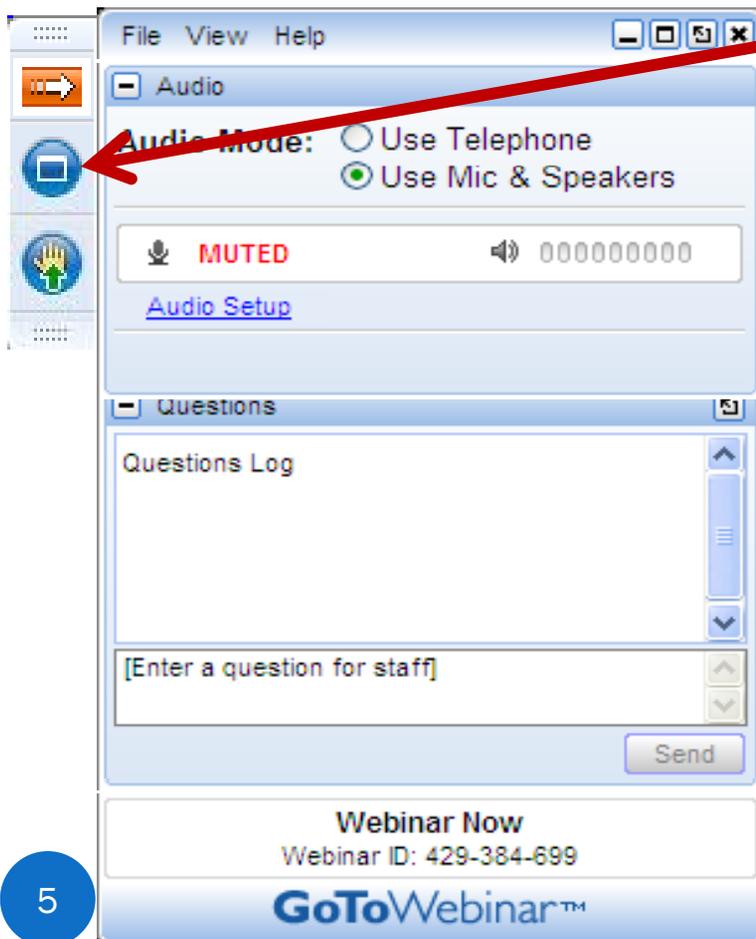
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- For a full screen view hit F5 or full screen icon on your console
- To return to the regular view, hit F5 again or regular screen icon
  - You need to be in “regular” view to submit text questions
- Hitting Control + H will also give you a larger view

# Agenda

- I. CCR Background
- II. CCR Retrospective Review Final Plan
- III. Ideascale Demo
- IV. Listening Session Discussion Questions
- V. Web Dialogue Commencement/Q&A
- VI. Wrap-up & Next Steps

# Consumer Confidence Rule (CCR) Background

# CCR Rule – Brief Background

- Required under 1996 SDWA Amendments
- Why was it included?
  - Consumer right-to-know and make personal health decisions
  - Increase dialogue and trust between water systems and consumers
  - Raise consumer awareness and appreciation for water treatment & delivery services
- Impacts All Community Water Systems (CWSs)
  - Mail one copy of CCR to customers and primacy agency/ state by July 1<sup>st</sup> (beginning in 1999)
  - Wholesalers must deliver data to consecutive systems by April 1<sup>st</sup>

# Content Requirements – 8 Items

Item	Report Content Requirement
1	Water System Information
2	Source(s) of Water
3	Definitions
4	Detected Contaminant Table
5	Information on <i>Cryptosporidium</i> , Radon and Other Contaminants
6	Compliance with National Primary Drinking Water Regulations
7	Variances and/or Exemptions
8	Required Additional Information

# Item 1 – Water System Information

- Telephone number of a contact person
- Information for non-English speaking populations, if appropriate
- Information on public participation opportunities

## *Multilingual Requirement*

- Where the state has not made a determination, at a minimum systems must provide:
  - Information in the appropriate language(s) regarding the importance of the CCR, or
  - A phone number or address where persons served may contact the water system to obtain a translated copy of the notice or to request assistance in the appropriate language
- As a guideline, some States use a threshold of 5-10% of the population or 1,000 people, whichever is less, for requiring systems to provide multilingual information in their CCRs

**The state may provide more guidance on this matter.**

## Item 2 – Source(s) of Water

- 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 assessment
  - A brief summary of the system's susceptibility to potential sources of contamination

# Item 3 – Definitions

Maximum Contaminant Level (MCL)

Maximum Contaminant Level Goal (MCLG)

Maximum Residual Disinfectant Level (MRDL)

Maximum Residual Disinfectant Level Goal (MRDLG)

Treatment Technique (TT)

Action Level (AL)

Variances and Exemptions

## Item 4 – Table of Detected Contaminants

- Key CCR Element
- Concise but informative presentation displaying concentrations of all *detected* contaminants

Regulated Contaminants ( i.e. Subject to an MCL, MRDL, AL or TT)

Unregulated Contaminants as specified in 40 CFR 141.40

Finished Water Disinfectant Byproducts or Microbial Contaminants  
(except results for *Cryptosporidium* – these results are displayed separately)

## Item 4 – Table of Detected Contaminants

- Must report monitoring data completed during the previous calendar year

For systems that monitor less frequently than annually or that have monitoring waivers for certain contaminants - most recent sample results

Data >5 years old does not have to be reported

Must express units as a number equal to or >1.0

- If no MCL, must indicate the TT or AL and include definition
- Must include likely source(s) of contaminant
- **In general**, report average or highest level detected and the range of detections

# Item 4 – Example

## Our Water Quality Surpasses All Requirements

Out of more than 150 possible substances tested only 9 were detected – making our drinking water one of the best sources of water in the country. The following regulated substances were detected (within very safe limits) in our “finished” drinking water as analyzed between January 1 and December 31, 2009. “Finished” water is the water that leaves our treatment plant and is distributed throughout the system.

Substance and Unit of Measurement	Ideal Goal–MCLG	Highest Level Allowed – MCL	Sample Date	EPA Definition of Potential Source(s) of Substance	Results	Individual Plant Results
<b>REGULATED AT THE TREATMENT PLANT</b>						
Fluoride, ppm	4	4	1/6/09 1/7/09	Water additive which promotes strong teeth; erosion of natural deposits; discharge from fertilizer and aluminum factories.	High 0.70 Range ND - 0.70	Mills River (MR) = 0.70 North Fork (NF) = 0.10 William DeBruhl (WD) = ND
Turbidity, NTU	N/A	TT = 1 NTU Maximum limit for any measurement	12/15/09	The likely source is soil runoff. Monitoring turbidity (cloudiness of water) ensures the effectiveness of our filtration system.	High 0.29	MR = 0.29 NF = 0.23 WD = 0.26
	N/A	TT = 95% of samples <0.3 NTU	N/A		100% of samples <0.3 NTU	MR = 100% NF = 100% WD = 100%
Total Organic Carbon (Source), ppm	N/A	TT	Quarterly	Naturally present in the environment.	Average = 0.19 Range ND - 1.2	MR = ND NF = ND WD = ND - 1.2
Total Organic Carbon (Treated), ppm	N/A	TT	Quarterly	Naturally present in the environment.	Average = 0.09 Range ND - 1.1	MR = ND NF = ND - 1.1 WD = ND
<b>REGULATED AT THE CUSTOMER'S TAP</b>						
Copper, ppm	1.3	AL = 1.3	Jan - Jun 09	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.	0.055 at 90th percentile	None of the 100 targeted sampling sites exceeded the Action Level.
Lead, ppb	0	AL = 15	Jan - Jun 09	Corrosion of household plumbing systems; erosion of natural deposits.	< 3 at 90th percentile	None of the 100 targeted sampling sites exceeded the Action Level.

# Item 5 – *Cryptosporidium*, Radon, Other Contaminants

- If *Cryptosporidium* and/or Radon are not detected, the system is not required to discuss the monitoring or the results
- If *Cryptosporidium* and/or Radon are detected, the system must provide a summary of monitoring results and an explanation of the significance of the results (outside of the Table(s) of Detected Contaminants)
- Other Contaminants
  - EPA strongly encourages CWSs to report any results that may indicate a health concern
  - Recommended that the report include:
    - Monitoring results
    - Explanation of the significance of the results noting the existence of a health advisory or a proposed regulation
  - Resources for Information
    - EPA's Safe Drinking Water Hotline: 800-426-4791
    - EPA Website: <http://water.epa.gov/infrastructure/drinkingwater/pws/index.cfm>

# Item 6 – Compliance with National Primary Drinking Water Regulations

- Report all violations during reporting period
- Clear and readily understandable explanation of the violation
- Any potential adverse health effects
- Corrective action steps

TT Violation	Description of Violation	Length of Violation	Steps Taken to Correct Violation	Health Effects Language
<b>Ground Water Rule</b>				
Failed to maintain 4-log treatment of viruses	On January 10, 2011, state inspection of our water system identified a malfunctioning chlorine pump. As a result, the water from one of our wells (Well 1) was not adequately disinfected for 2 weeks.	2 Weeks	As directed by the Department of Public Health, we took immediate action to resolve this problem by repairing the malfunctioning chlorine pump. Regular testing since the pump was repaired has demonstrated that we are once again providing water that meets the state's standards for disinfection to our customers.	Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

# Item 7 – Variances & Exemptions

- Any system with a variance or exemption must include:
  - Explanation of the variance or exemption
  - Date that the variance or exemption was issued
  - Brief status report on compliance
  - A notice of opportunity for public input

## Item 8 – Additional Information

- Mandatory Health Effects Language must be prominently displayed in CCR (recommended language can be altered by the system)
- Drinking water/bottled water contaminant explanation
- Mandatory vulnerable population language
- Informational statement about Lead
- Educational Information statements for certain levels of:
  - Arsenic – if  $>5 \mu\text{g/L}$ , but  $\leq\text{MCL}$
  - Nitrate – if  $>5 \text{ mg/L}$ , but  $< \text{MCL}$
  - Lead (always required)

# Delivery Requirements

- Proper Delivery

Mail, or otherwise directly deliver (i.e., hand deliver), one CCR to each customer by July 1<sup>st</sup> every year

In addition, make a “good faith” effort to reach non-bill paying consumers

Deliver the CCR to other agencies as prescribed by the primacy agency

Make the CCR available upon request

- >100,000 persons served

Must also post the CCR on the Internet



# Delivery Requirements (continued)

- Mailing Waiver (signed into law by state's Governor or Tribal Leader)

<10,000 persons served

- Publish CCR in at least one local newspaper
- Notify customers that CCR will not be mailed
- Make reports available upon request

≤500 persons served

- Notify customers that CCR is available upon request
- Must provide notice by mail, door-to-door delivery or public posting

# Current Burden Reduction Activities

- Burden reduction through SDWA flexibility.

Burden Reduction Provisions			
	Both	<10,000 pp only	<500 pp only
Number of States Utilizing the Provision*	21	4	3

- Additional state-elected activities
  - 17 states prepare CCRs for a portion of their systems.
- Resource burden tools
  - EPA's CCR iWriter – internet-based tool to help water systems create their annual CCR.
    - 73 average visitors per day
  - State CCR iWriters and templates

\*44 of 50 states responded

# Certification Requirements

- Within 3 months from the date the system is required to deliver the CCR to customers, the CWS must send a letter of certification to the state certifying that the system has (by October 1<sup>st</sup>):
  - Distributed the CCR to its customers, and
  - Used in the report information that is correct and consistent with compliance monitoring data previously submitted to the state.

# *EPA Resources for CCR Implementation*

- CCR Rule: Quick Reference Guide
- 2 Guidance Documents
  - Preparing Your Drinking Water Consumer Confidence Report (April 2010)
  - Revised State Implementation Guidance for the CCR Rule (April 2010)
- <http://water.epa.gov/lawsregs/rulesregs/sdwa/ccr/compliancehelp.cfm>
- EPA's on-line CCR Catalog  
(<http://cfpub.epa.gov/safewater/ccr/index.cfm>)
- CCRiWriter ([www.ccriwriter.com](http://www.ccriwriter.com))

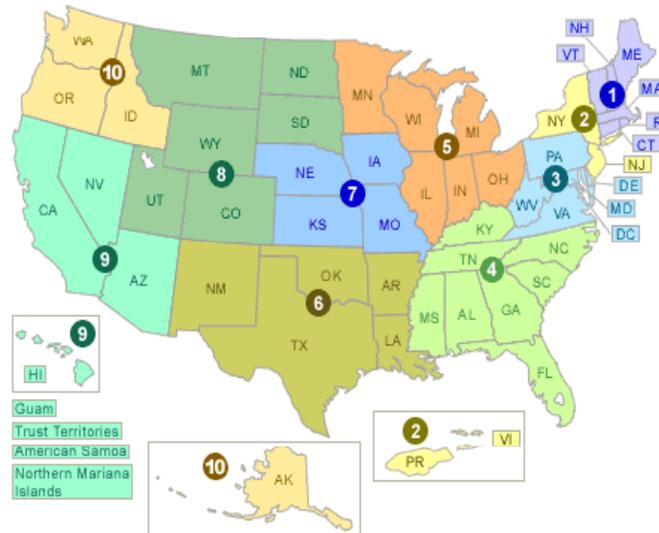
## Local Drinking Water Information

Welcome! Each year by July 1st you should receive in the mail an annual water quality report (Consumer Confidence Report) from your water supplier that tells you where your water comes from and what's in it.

Any community water system that serves more than 100,000 people is required to make its CCR available to customers on a publicly accessible web site. Other community water systems may choose to link their CCRs to EPA's website as well so that you have easy access to information about your drinking water.

- See if your annual drinking water quality report is posted on-line by clicking on your state on the map below, or
- [Read some frequent questions about these reports.](#)

Choose a state or territory from the map below



You may also search directly by entering your city, town, county, ZIP code, or water system name below.

Please select your state here:  \* Required

You can search by any following criteria:

Water System Name:	<input type="text"/>
City, Town, or County:	<input type="text"/>
Zipcode:	<input type="text"/>
	<input type="button" value="Search"/>

If you are a water system and you want to link your CCR to this website for the first time or if you are a returning water system and you need to update your system's CCR, [click here.](#)

# CCR Retrospective Rule Review

## Improving Regulation and Regulatory Review – Executive Order 13563

- Executive order directive to:
  - Periodically review existing significant regulations to determine whether any such regulations should be modified, streamlined, expanded, or repealed so as to make the agency's regulatory program more effective or less burdensome in achieving the regulatory objectives.
- August 2011, EPA released a plan for periodic retrospective reviews of existing regulations, as called for by Executive Order 13563.

# CCR Retrospective Review

## Final Plan

October 2011 – January 2013

*EPA will review the Consumer Confidence Report Rule to look for opportunities to improve the effectiveness of communicating drinking water information to the public, while lowering the burden of water systems and states. One example suggested by water systems is to allow electronic delivery through e-mail, thereby reducing mailing charges.*

# Issues identified through comment on the Draft Retrospective Review Plan

1. CCR Delivery – electronic delivery
2. CCR Certification Requirement
3. Use of CCR to meet Tier 3 Public Notification(PN) requirements
4. CCR Units for Reporting Detected Contaminants
5. CCR Clarity and Understandability

# CCR Delivery

- Delivery alternatives to mail through the U.S. Postal Service
- Economic savings from reduction in mailing and printing costs
- Technologic advances – increase delivery options for water systems
- Possible wider audience

# CCR Certification Requirement

*The CCR Rule requires systems to submit a certification that the report has been distributed to customers, and that the information is correct and consistent with the compliance monitoring data previously submitted to the primacy agency by three months following the date the system is required to distribute the report. 40 C.F.R. 141.155(c).*

- Add an extra step for water systems in addition to their informing customers
- Significant amount of state resources are invested in tracking compliance of this requirement
- Suggested that the water system's requirement to retain a copy could meet the goal of the certification requirement

# Use of CCR to meet Tier 3 Public Notification(PN) requirements

*Community water systems may use the CCR to meet Tier 3 public notice requirements (both initial and repeat notices) as long as it is provided to customers no later than 12 months after the system learns of the violation. 40 C.F.R. § 141.204(d).*

- Difficult for states to track compliance of Tier 3 PNs through CCRs
- Improper use and awareness of requirements to include entire notice in the CCR
- Difficulty in using this option and meet 12-month timeframe

# CCR Units for Reporting Detected Contaminants

*The CCR rule requires water systems to list detected contaminants and to show corresponding Maximum Contaminant Levels (MCLs) and the level detected. The MCL must be expressed as a number greater than or equal to 1.0 and the level detected must be expressed in the same units. 40 C.F.R. § 141.153(d)(4).*

- Results in conversion errors
- May cause confusion among the public

# CCR Clarity and Understandability

- Receiving conflicting feedback on CCR effectiveness
  - CCR is confusing and is unread by consumers
  - Assist water systems in providing a communication tool with their consumers

# Ideascale Demo



Home

Search Ideas Search

# Consumer Confidence Report Rule Retrospective Review Listening Session

## Welcome to the Consumer Confidence Report Rule Retrospective Review Listening Session

In this community, under each category, you can **comment** on existing ideas and **submit** new ideas.

To **add a comment**, click in the box below the idea. And to **add a new idea**, simply click the "Submit New Idea" box to the left of the category description on the category page. **This listening session will be active from February 23 to March 9, 2012**, so please submit your comments and ideas within those dates.

If you would like to see all ideas created with a specific tag, you can click on the word or phrase via the tagcloud in the left navigation area under **"What we're discussing"**. You can also view ideas sorted by **Categories** from the left navigation area. To return to this page, click the **All Ideas** link.

In August of 2011, the U.S. Environmental Protection Agency released its *Reviews of Existing Regulations*. One item included in the report was that a community water system is required to provide information to more than 10,000 persons are required by the Safe Drinking Water Act to provide these reports to more than 10,000 persons to provide these reports.

### Usage statistics

29 ideas posted

0 comments 0 votes 698 users

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### What we're discussing



## Browse Popular Ideas

Recent (29) Popular (29) Hot (29)

I agree CCR CLARITY AND UNDERSTANDABILITY » Moderate Idea

### CCR Clarity and Understandability – Customers/Public

Do you find specific parts of your CCR difficult to understand? [Parts of the CCR - source water information; definitions; table of detected ... more »]

Add your comment Submitted by You 4 days ago

I agree CCR CLARITY AND UNDERSTANDABILITY » Moderate Idea

### CCR Clarity and Understandability – Customers/Public

Do you find your CCR to be clear and understandable? Why or why not?

Add your comment Submitted by You 4 days ago

I agree CCR CLARITY AND UNDERSTANDABILITY » Moderate Idea

### CCR Clarity and Understandability – Customers/Public

# Listening Session Discussion Questions

# Discussion Questions

- If given an option for electronic delivery of your CCR, would you choose to take advantage of this option? Would you elect to use electronic delivery if it required electronic billing participation? (Customers/Public)
- What do you see as the challenges, if any, of electronic delivery of consumer confidence reports? (Drinking Water System)
- Please describe state resources used to track Tier 3 PNs as separate notices in comparison to Tier 3 notices reported in CCRs. (State Drinking Water Program)
- Please list suggestions to streamline the CCR distribution certification process and meet the oversight function. (State Drinking Water Program)

# Discussion Questions

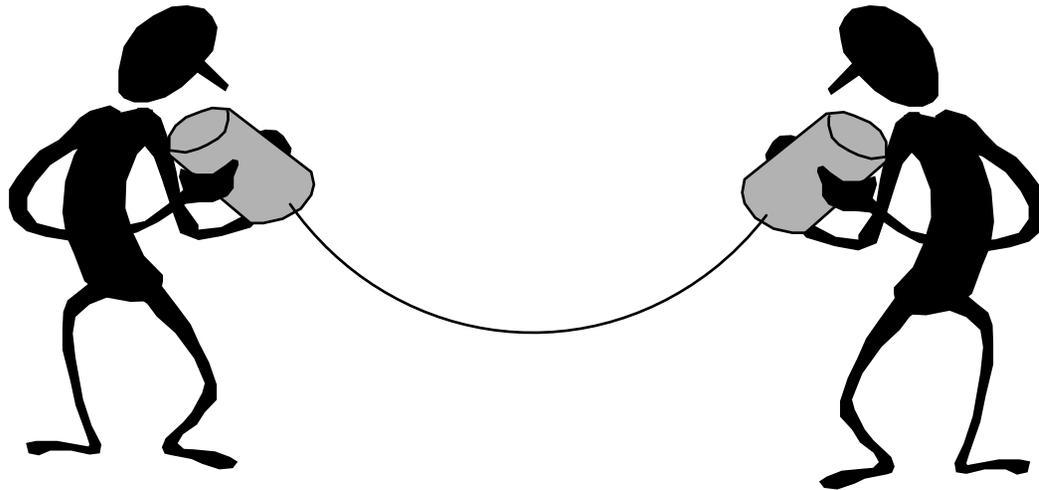
- When looking at the Table of Detected Contaminants in the CCR would you find it difficult to understand, for example, an arsenic result of 0.029 mg/L (ppm) if the arsenic maximum contaminant level is listed as 0.010 ppm? Or would you prefer the conversion and the arsenic result reported as 29 ppb and the arsenic maximum contaminant level as 10 ppb? (Customers/Public)
- When a system reports a maximum contaminant level (MCL) violation, it must include potential health effects language. While reading your CCR in the past did you understand the health effects language? (Customers/Public)

# Join the CCR Retrospective Community!

- Sign in to the community using your username and password.
- Don't have a username and password?
- Request to join the community at [CCRRetrospectiveReview.ideascale.com](https://CCRRetrospectiveReview.ideascale.com)

# Web Dialogue

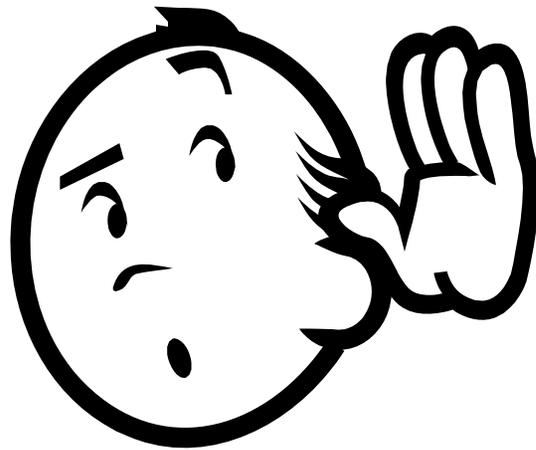
## Let's Get Started!



# Wrap-up & Next Steps

# Listening Session Continues!

- Keep dialoguing!
- Ideascale Community will be available until March 9<sup>th</sup>.



# Next Steps

## **Spring 2012**

- Review Listening Session responses
- Gather additional electronic delivery pilot study information

## **Late Summer 2012**

- Draft Alternative delivery guidance

## **Early Fall 2012**

- In-person public meeting

## **January 2013**

- Final findings
  - Summarize public input
  - Categorize issues

# THANK YOU!

- Questions?

[CCRRetrospectiveReview@epa.gov](mailto:CCRRetrospectiveReview@epa.gov)

- CCR Rule Retrospective Review

Docket No. EPA-HQ-OW-2012-0035

- CCR Website

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

