

## *Consumer Confidence Reports (CCRs)*

How do you inform your consumers about the quality of their local drinking water? The Safe Drinking Water Act (SDWA) requires that all community water systems submit a Consumer Confidence Report (CCR) to their customers by July 1<sup>st</sup> of each year. This annual report holds the water system accountable by reporting compliance successes and failures to water consumers. The most recent and welcome change to the CCR regulation is that CCRs can now be delivered electronically using the Environmental Protection Agency's iWriter tool. The purpose of this workshop is to provide water system operators with a working-level knowledge of how to develop and distribute a CCR for their water system. In this workshop, you will learn how to successfully satisfy the annual CCR reporting requirement and how to use iWriter to produce regulation compliant CCR reports.

In this workshop we will be reviewing:

- Consumer Confidence Report (CCR) Basics – What is a CCR?
- Purpose and benefits of the CCR
- CCR regulatory requirements and best practices
- How to build a CCR
- The EPA's iWriter tool
- How to distribute the CCR to water consumers
- Submitting and Certifying your CCR to your State Authority
- Resources for water systems

We will be using the GoTo Training (GTT) virtual platform to present this workshop.

Attendees will participate through a pre and post-test, polls, and interactive exercises.

### **Schedule:**

9:00 – 9:10	Introductions
9:10 – 9:25	Pre-Test
9:25 – 10:15	What is a Consumer Confidence Report (CCR)?
10:15 – 11:15	Building a CCR, using EPA's CCR iWriter tool
11:15 – 11:35	Distributing a CCR
11:35 – 11:55	CCR Reporting
11:55 – 12:10	CCR Resources
12:10 – 12:15	Post Test