

Consumer Confidence Reports (CCRs) Workshop Outline

I. CCR Basics

- Who is required to prepare and distribute a CCR?
- Benefits of the CCR for the water system and its customers
- Basic purpose of the CCR
- Distribution and reporting deadlines

II. Building your CCR

- General Water System Information
 - Contacts, opportunities for public participation, translations if necessary
- Source Information
- Definitions/CCR Language (e.g., Maximum Contaminant Level Goal, MCLG)
- Detected Contaminants Table
 - Including Cryptosporidium and Radon
- Highlight and Explain Violations of Standards
- Educational Information – 2 statements required on every CCR
- Special requirements
 - Nitrate and arsenic
 - Groundwater Systems receiving a notice of an uncorrected significant deficiency or E. coli positive sample
 - Systems required to conduct a Level 1 or 2 Coliform Investigation
- Best practices
 - Items to consider including in the CCR
 - Formatting the contaminant table

III. CCR iWriter

- Overview of the application
- Live demo (creating a backup demo using screenshots in event of site failure)

IV. Distributing your CCR

- Distribution requirements of CCRs
- Distribution methods and how consumers can access previous years' reports
- Outreach to water consumers
- Directly delivering the CCR
- Electronic distribution
- Reinforce July 1st deadline for distribution

V. CCR Reporting

- CCR Certification Form required for every water system
- Requirement to send a copy of CCR to the State Authority

VI. CCR Resources

- Where to find State Authority's CCR webpage as well as templates and instructions
- Where to find a specific water system's CCR

VII. Conclusion

- Review of CCR Process/Important items
- Helpful links/resources