

# INSTRUCTIONS FOR PREPARING THE CONSUMER CONFIDENCE REPORT (CCR)



**Your report must be distributed to customers by July 1, 2016. Return the 2015 CCR Certification Form and any additional documents required for the distribution method chosen to the Missouri Department of Natural Resources-Public Drinking Water Branch (MDNR-PDWB) by October 1, 2016.**

**If you are not the person that should receive this packet, please forward to the appropriate person as soon as possible or contact the Public Drinking Water Branch at (573) 526-3832.**

## INSTRUCTIONS FOR 2015 CONSUMER CONFIDENCE REPORT (CCR)

### The packet received should include the following:

- Letter from Missouri Department of Natural Resources-Public Drinking Water Branch (MDNR-PDWB) – (Enclosure 1)
- 2015 Instructions for Preparing the Consumer Confidence Report (Enclosure 2)
- 2015 Key to Instructions for CCR (example fictitious ANYVILLE, MO report) (Enclosure 3)
- 2015 Consumer Confidence Report Distribution Certification Form (Enclosure 4)

### **ATTENTION:**

1. A generic “skeleton” CCR has been prepared for your water system based on the information we have available in our database. You will find the generic CCR at: [www.dnr.mo.gov/ccr/MO#####.pdf](http://www.dnr.mo.gov/ccr/MO#####.pdf) where “#####” would be replaced by your system’s unique MO PWS ID#. If you would like to make changes, send an email request to the contact below. If you do not receive a response in two business days, please contact by phone in case the email did not make it through (don’t forget to check your Spam Folder). **If you need any assistance with putting the report together, condensing it for easier distribution, did not receive one of the above documents in your packet, or have questions, please email or call the CCR Coordinator at:**

[CCR@dnr.mo.gov](mailto:CCR@dnr.mo.gov)

Phone: (573) 526-3832

2. If the Certification Form or CCR is incomplete or done incorrectly it will not be accepted and you will be contacted. Make sure you choose your distribution method based on the number of people your water system serves (including non-bill paying consumers), **not** the number of connections. To estimate the correct population for your water system use the formula: **# of connections x 2.5**
3. Some water systems will need to add their own data where it is appropriate or the report will be incomplete (e.g. – Section 13 – Required for Surface Water Systems). Use the example CCR report “2015 Key to Instructions for CCR” to assist you in making these changes. The sections are labeled as “**required**” or “**optional**” in the instructions and on the key. Because of the differences in water systems, your skeleton report may not have all the sections included on the example report. If this is the case, you can skip those sections in the instructions. The remaining sections of the report meet the CCR requirements as written.
4. The narrative part of the report is presented in a question and answer format. Other formats can be used as long as the required language is not removed.
5. The dates shown in the report may not all be for the year 2015. The reason for this is that if there was a contaminant that wasn’t detected last year, the rules require including information as far back as five (5) years.
6. Keep a copy of your CCR and any other paperwork that pertains to it for at least three (3) years for your records.
7. Tips on distribution of report:
  - a. Even if you do not have a website for your water system, you may post your CCR on DNR’s website at no cost (Generic CCR will already be posted. Corrections and final versions must be emailed to [CCR@dnr.mo.gov](mailto:CCR@dnr.mo.gov) ). Beginning in 2012, this will now qualify as a “direct delivery” method. Note: **You must still provide customers a paper copy if they request one.**

- b. Research emailing, printing, postage and mailing to figure out best method of distribution. If you send out a water bill you may be able to send the report with it for not much more cost. If you would rather distribute it door-to-door; get volunteers, people serving community service or pay some neighborhood kids to give you a hand. If your water bills go out via email, you can attach the CCR report as an attachment or supply the URL address to those as well.
  - c. Communicate with your local newspaper about publishing the report. Some ways to save on cost are to ask for the least expensive section to have it printed in (some sections, like the legal section cost more and we don't require it to be published anywhere specific), emailing the report to the paper so retyping costs don't apply, finding out if there are ways to condense the report for less expense, finding out if certain days of the week cost less, etc.
- Note: Printing in small font to save space will not suffice. Please make the notice legible.**

## SECTION DESCRIPTIONS

(Examples on “Key to Instructions for Consumer Confidence Report”)

### ***SECTION 1 (Required):***

This section shows the water system's name and public water system identification number (PWS ID# MO#####) and a generic title we have used for the report. The only item that must be included is the name of the water system, although some sort of title for the report is recommended. If your water system commonly goes by a name different than what we have used, you are welcome to use that name as long as the PWS ID# is included.

### ***SECTION 2 (Optional):***

This section is a statement in Spanish which indicates that this is an important report about drinking water. We provided this because it is the second most commonly used language in our state. DNR has not determined that any water system must provide the report in an alternate language other than English; therefore this advisory statement is optional.

### ***SECTION 3 (Required):***

Section 3 is required language that must be included in the CCR. It cannot be changed.

### ***SECTION 4 (Required):***

The sources from which you obtain water must be described in your CCR. We have listed each individual permanent, active source. Groundwater systems with several wells may have space limitations for publication. In that case you may use a generic description like: Groundwater - Well(s). If your customers are more familiar with a common local name for the water sources, please use that information.

**Note on water system security: While the intent of the CCR is a better informed customer, it should not compromise water system security in the process. The CCR is required to list the water source and only a general location of the water supply. The exact location of water sources does not have to be disclosed. The generic source water descriptions can be used in the skeleton report to meet the CCR requirements. Also, if you believe including the map link to be a threat to system security, it can be removed.**

### ***SECTION 5 (Required):***

Section 5 is required language that must be included in the CCR. It cannot be changed.

### ***SECTION 6 (Optional):***

This is general information that tells how water systems are regulated and describes the testing of drinking water. It is not required.

***SECTION 7 (Required):***

The CCR must include a facility contact and information about how customers can become involved in decision making about your water system. The statement we used is very simple and will not reflect all the possibilities for involvement—such as council or board meetings for larger water systems. This information should be added if available. In the skeleton report, we listed the telephone number of the contact we have in our system as the sample taker. If this information is unsuitable, it may be changed to whomever you would like to be contacted for CCR questions. To meet the minimum CCR requirement; you must have at least a contact telephone number, email address, or mailing address.

***SECTION 8 (Required):***

Section 8 is required language that must be included in the CCR. It cannot be changed.

***SECTION 9 (Required):***

The definitions and abbreviations given in this section are required language that must be included in the CCR. However, if there are definitions or abbreviations that are not in your system data, they can be removed. For example, if your system has no Lead and Copper Rule, Surface Water Treatment Rule, or Groundwater Rule violations to report, the definition for treatment technique (TT) can be deleted.

If there were no tests completed for a particular contaminant during 2015, you must use the most recent result up to 5 years back. The statement about the frequency of monitoring and the reason for reduced monitoring is optional. However, the table must indicate which results were from testing completed prior to the reporting year.

***SECTION 10 (Required):***

Like the report title, the title for the table section is only a suggestion and may be changed, but the language regarding reduced monitoring requirements and representative samples for certain contaminants are required.

***SECTION 11 (Required):***

This section is the heart of the CCR. It reports to your customers the levels of various regulated contaminants found in your water system. Although we try to provide accurate information from our database, there could still be errors. If anything looks wrong, please check your results on file to verify the correct value or contact us regarding the error.

If you have any additional data from a private laboratory, the tables will need to be modified and the data added. If there were source water or raw water samples taken during the year, the results may be included in our data. The ranges and averages would need to be recalculated here also. The appropriate conversions have already been made, so the maximum contaminant level (MCL) value is shown as a number greater than one and the test result is in the same unit of measure. Ranges and averages are calculated to match the calculation method used to determine compliance with the MCL.

For each detected contaminant, the CCR must list the source of the contaminant for your water system. What is included in the table is generic source language from the regulations. If you know of specific sources for the contaminants in your system, you may include that information in place of the generic source. If some of the generic sources obviously do not apply to your water system, you may remove those sources and only leave what does apply. If you are not sure what the source might be in your system, leave it as is.

***SECTION 12 (Required for Surface Water Systems):***

All surface water systems are required to report turbidity in their CCR. You will need to fill in the highest single turbidity measurement for the year. We left blanks on the form for this entry. Reporting the specific month it occurred is optional. Turbidity will not show up in a report for a groundwater system.

If you are not a surface water system but you have turbidity data and choose to report, it should be shown with the optional contaminants.

***SECTION 13 (Required for a system that was selected to participate and had contaminant detections):***

Large water systems over 10,000 residential population and randomly selected smaller systems are required to participate in the Environmental Protection Agency's (EPA) Unregulated Contaminant Monitoring Rule (UCMR). The UCMR3 covers a 12 month monitoring period between 2013-2015 and identifies possible contaminants for future regulations. If your system was required to participate, any contaminants detected must be reported to your customers in your CCR.

***SECTION 14 (Required for systems with violations in 2015):***

You must provide information concerning all violations for the reporting year on this page. If you did not have any violations of any of the requirements, you may remove this from your report, or leave the "no violations" statement.

Information must be provided for all violations for the year. This includes MCL violations (which are already marked on the contaminants report table), monitoring violations, treatment technique violations, permit violations, public notice violations, and any others. For each violation, you must include what the violation was for, when it occurred, and what you did to resolve the problem. Specific health effects language is required for each MCL violation, as well as other descriptive information. **The form already includes the specific violation data and health effects language where necessary for violations of the federal requirements. What are not included are the actions taken by your water system to resolve the problem. You need to include that description in the space below each violation listing.**

***SECTION 15 (Required):***

The Short-Term Revisions to the Lead and Copper Rule require every community water system (CWS) to provide information in their CCRs about lead in drinking water regardless of whether any lead was detected in your samples.

***SECTION 16 (Required):***

The Groundwater Rule requires any CWS with a groundwater source to provide special notice to their customers. This table will list any uncorrected significant deficiencies that have occurred and have not been resolved.

***SECTION 17 (Required for systems that purchase water):***

For systems that purchase water, not all of the testing was done by your system. Some of the tests are of source water and were performed by the water system that sells water to you. These results must be included in your report for it to be a thorough representation of your system to customers. A reseller section will be included when necessary to show the water source and associated test results. You may have received this information earlier this year from the system(s) you purchase water from. If there is no data in the reseller section of your skeleton report, you should use that information.

***SECTION 18 (Required if system(s) that you purchase from has any violations):***

Violations for the system(s) that you purchase water from are required in your report. If there are not any violations, you may remove this section.

***SECTION 19 (Optional):***

The information in this section is not required. It has been included because it may be information of value to your customers. There are a number of tests performed on your water that are not required by EPA. These tests are done to provide additional information to assist you with evaluating the effectiveness of treatment or to provide basic water quality information. Also, those contaminants with a secondary standard also known as a secondary maximum contaminant level (SMCL) are required to be monitored, but their results do not fit in the required regulated or unregulated tables. All of these results are included in this optional monitoring table. If you do not want this additional information to go to your customers, you may drop this data from your report.

***SECTION 20 (Optional):***

The reseller information is divided into two sections. Section 17 is described above and required for water systems that purchase water from another system. The reseller secondary contaminants are optional in this section and can be removed.