

PREPARATION GUIDELINES FOR CONSUMER CONFIDENCE REPORTS

Virginia Department of Health – Office of Drinking Water

Consumer Confidence Report for 2013 due soon!

Important dates to remember

- May 1, 2014: submit a draft copy of the CCR to the ODW Field Office if a review is desired before the CCR is distributed. The review may take two to four weeks.
 - July 1, 2014: distribute final CCR to customers covering water quality data for calendar year 2013
 - October 1, 2014: send signed certification form to the ODW Field Office.
- CCR must be mailed or directly delivered to all customers who receive a water bill, and a “good faith” effort must be made to reach other consumers who do not receive a water bill. Electronic delivery methods have been approved by EPA.
 - A copy of the CCR must be sent to the ODW Field Office at the same time it is distributed to the customers, and a copy must be given to anyone else who requests it.
 - Waterworks serving fewer than 10,000 persons may publish the CCR in a local newspaper instead of mailing or direct delivering the CCR. The customers must be informed that the CCR will not be mailed and that a copy of the CCR will be made available upon request.
 - Waterworks owners should already have all needed information to complete the CCR.

Table of detected contaminants

- ✓ All regulated contaminants (as listed in Appendix O of the Waterworks Regulations) detected in compliance samples collected in calendar year 2013 must be listed in a specific manner. Finished water turbidities (applies to surface water sources), distribution system coliform bacteria, and tap sample lead and copper results are reported in the table differently than the other contaminants. The likely source of each detected contaminant must be listed, using the best information available from the list of sources in Appendix O. Use this link ([Waterworks Regulations Appendix O](#)) for a copy of Appendix O.
- ✓ **New for 2013** – The average and range of results of all UCMR3 contaminants detected in special sampling performed in 2013 must be included. An explanation of the reason for the monitoring can be included.
- ✓ If compliance samples were not collected in 2013, then the most recent results from compliance samples collected in calendar years 2009 through 2012 must be used. Do not use sample results prior to 2009.
- ✓ Total organic carbon (TOC) must be listed as a treatment technique (TT) by surface water systems if it was detected in the raw and finished water. Actual TOC concentrations and removal ratios do not have to be listed.
- ✓ Waterworks that collected TTHM and HAA5 samples under both Stage 1 and Stage 2 DBP rules during 2013 must include:
 - the highest 2013 Stage 1 quarterly RAA compliance result for TTHM and HAA5 and
 - the range of results for all Stage 1 and Stage 2 TTHM and HAA5 compliance samples collected during 2013.
- ✓ TTHM and HAA5 results from any IDSE sampling (as required by the Stage 2 DBP Rule) performed in 2013 must be reflected in the range of detected results, even though these samples are not used for MCL compliance.
- ✓ Consider including a brief statement at the end of the table to explain that many other contaminants were analyzed but were not detected. Otherwise, your customers may think that no samples were collected. For example, if coliform bacteria were not detected during the entire year, it may be important to mention that.

- ✓ Listing of contaminants that were not detected or are not regulated is allowed, but the results should be placed in a separate table. Non-regulated contaminants include iron, manganese, pH, hardness, alkalinity, MTBE, and many others (contact CFO for more info). Consider including any non-detected or non-regulated contaminants that customers may have a special interest in.
- ✓ Consecutive (or secondary) waterworks must include all regulated contaminants detected in compliance samples collected in its own distribution system as well as regulated contaminants detected by the primary system (or wholesaler) at its water treatment plant(s) and entry point(s). Contact the primary system to obtain the necessary compliance results that pertain to the secondary system.

Arsenic

If arsenic was detected at a level greater than 5 ppb but less than or equal to 10 ppb in the most recent compliance sample collected in 2009-2013 time period, the following educational information must be included. This is in addition to the required information in the table of detected contaminants.

“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.”

Cryptosporidium

If any monitoring performed during 2013 indicated cryptosporidium may be present in the raw or finished water, a summary and explanation of the results must be included.

Groundwater Systems

Special information must be included if the following conditions occurred:

- A significant deficiency identified by the state during a sanitary survey remains uncorrected.
- A source water sample (triggered sample or an additional sample following a triggered sample) indicated the presence of fecal coliform or E. coli.

Violations

Each violation for monitoring, reporting, MCL, MRDL, and treatment technique that occurred in 2013 must be explained by describing the length of the violation, potential adverse health effects, and corrective actions taken. If a violation from an earlier year carried over into 2013, it also must be reported. This is in addition to the notation that must be included in the table of detected contaminants when an MCL or TT violation has occurred.

Required additional health information for lead

The following language is mandatory for every waterworks regardless of the lead compliance sample results:

“If present, elevated levels of 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. [Insert name of waterworks] is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 15 to 30 seconds or until it becomes cold or reaches a steady temperature before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline of at <http://www.epa.gov/safewater/lead>.”

General information and suggestions to improve the CCR

- Provide the required location information on drinking water source(s) in very general terms, rather than providing a detailed map or verbal description, due to security concerns.
- Include the same source water assessment information as in all previous CCRs, plus any additional source water assessment information given to you by CFO for new sources recently placed into service.
- Include the same mandatory language required in all previous CCRs addressing vulnerable populations and contaminants reasonably expected to be in drinking water.

- Consider including information about any planned water system improvements or water quality issues customers have expressed concern about.
 - Consider using EPA's internet-based tool for preparing a CCR, called the CCR *i*Writer, which is available at www.ccriwriter.com. Contact ODW FIELD OFFICE if you need instructions on how to use this tool.
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