Office of Drinking Water

Headquarters (Central Office)
109 Governor Street, 6th Floor
Richmond, VA 23219
Phone: (804) 864-7500

CFO

LFO

ECSO

AFO   DFO

SEVFO
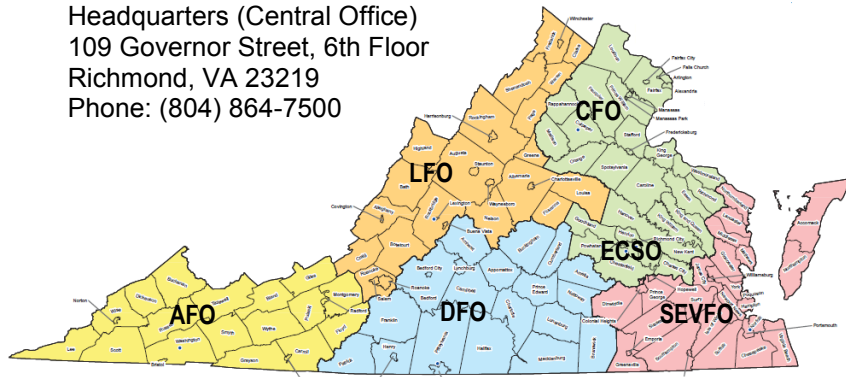
Office of Drinking Water

www.vdh.virginia.gov/odw

Lexington Field Office (LFO)
131 Walker Street
Lexington, VA 24450
Phone: (540) 463-7136

Culpeper Field Office (CFO)
400 S. Main Street - 2nd Floor
Culpeper, VA 22701
Phone: (540) 829-7340

Abingdon Field Office (AFO)
407 East Main Street, Suite 2
Abingdon, VA 24210
Phone: (276) 676-5650

East Central Support Office (ECSO)
109 Governor Street, UB23
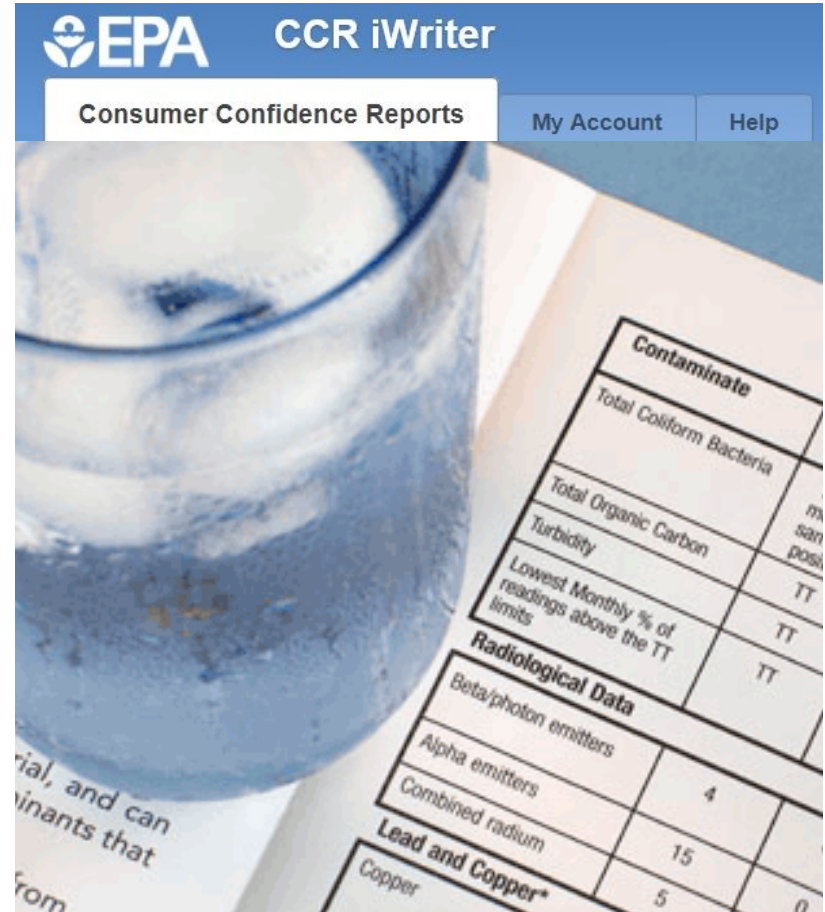Richmond, VA 23219
Phone: (804) 864-7520

Danville Field Office (DFO)
211 Nor Dan Drive, Suite 1040
Danville, VA 24540
Phone: (434) 836-8416

Southeast Virginia Field Office (SEVFO)
830 Southampton Ave, Rm. 2058
Norfolk, VA 23510
Phone: (757) 683-2000

http://www.vdh.virginia.gov/drinking-water/

Using the CCR iWriter

EPA CCR iWriter

Consumer Confidence Reports   My Account   Help

VDH VIRGINIA DEPARTMENT OF HEALTH
Protecting You and Your Environment
www.vdh.virginia.gov

Office of Drinking Water
Safe Drinking Water for a Healthy Virginia

http://www.vdh.virginia.gov/drinking-water/

Using the CCR iWriter

This guide explains the use of the online CCR iWriter tool for generating your annual Consumer Confidence Report (CCR).

These instructions assume that you have
- created a CCR in the past
- access to a computer with an internet connection
- basic computer navigation abilities

Quick Start Guide:

1. Gather the following documents for your waterworks:
   - Last year's CCR
   - All water quality results for the past 5 years
   - All correspondence from VDH for the past 2 years
2. On a computer with internet access, go to https://ofmpub.epa.gov/apex/safewater/f?p=140:login_desktop
   Follow prompts to set up user name and password.
3. After logging in, click "Start New Report". Follow the prompts and work all the way through to the end, entering data as you go. If you need to go to a different section, click on its heading in the left navigation panel. Include the year and PWSID in the Report Name.
4. Go to "15. Create Report" and follow the prompts. You will be required to enter language for specific areas of the report. Once you've done that, it will let you "Generate Report".
5. Print out a draft of the CCR and review it. Make any corrections in the CCR iWriter file for that waterworks. Repeat Step 4 until the report is exactly the way you want it.
6. Print out the report and the Certification form. Distribute the CCR to all of your billing customers and provide a copy to any consecutive waterworks and VDH, Office of Drinking Water.

Additional Resources:

VDH Office of Drinking Water-
- http://www.vdh.virginia.gov/drinking-water/office-of-drinking-water/consumer-confidence-reports/

EPA Resources:
- Best Practices Fact Sheet-
   https://www.epa.gov/sites/production/files/2015-09/documents/epa816f15002.pdf
- CCR Quick Reference Guide-
   https://www.epa.gov/sites/production/files/2014-05/documents/guide_qrg_ccr_2011.pdf
- Electronic Delivery Guidance-
   https://www.epa.gov/ccr/how-water-utilities-can-electronically-delivery-their-ccr

Do I have to enter all of the information when I do this next year, or will it carry over?

The answer is both *No* and *Yes*. The CCR iWriter allows the user the ability to *Copy* an existing report. On the list of existing CCR's you will see the word Copy next to the title of each CCR that you have made.

Report Year : 2018					
Report Title	**Report Date**				
Hip Pocket Tool 2018	26-JAN-18	Copy	Delete	Edit	Report in Progress

When you click Copy, it will automatically create a copy of that CCR and place it in your list, with the words "Copy of…" at the front of the new report title.

Report Year : 2018					
Report Title	**Report Date**				
Copy of Hip Pocket Tool 2018	12-MAR-18	Copy	Delete	Edit	Report in Progress
Hip Pocket Tool 2018	26-JAN-18	Copy	Delete	Edit	Report in Progress

From here, click on "Edit" to make changes to your new document. In order for your new CCR to be considered complete, you must "touch" each section of the new CCR. This prevents you from generating a CCR with outdated information. Also, you will have to review all detected contaminants in "Section 4 – Contaminant Information Summary".

If you copy a CCR from a past year to the current year, the new CCR will be at the top of the screen, grouped with any other current-year CCRs you may have in-process.

How else can I use the CCR?

As long as the essential content of the CCR meets the Federal requirements, you may take this opportunity to share success stories and other waterworks-related information with your customers. Use this as a tool for showing what your utility is doing for your customers and how they can get involved.

Why use the CCR iWriter?

- It saves time and is free
- Required language is updated by the EPA each year
- It converts units of measure from whatever the lab reported into the units required under the CCR Rule
- Once you create one CCR using the iWriter, you can "copy" it next year and much of the information will be preserved, reducing the amount of time required to complete it
- Your file is automatically saved as you work on it. It is stored on the EPA server so you can access it from any web browser using your user name and password.
- Help features are built-in throughout the CCR iWriter
- It walks you through the process, from beginning to finished product
- The text file it creates can be easily copied and pasted if you want to print it on custom paper or add graphics.
- It automatically renumbers the pages

Important Dates	
April 1	Deadline to deliver CCR information to Consecutive waterworks
July 1	Deadline to distribute CCR to customers and VDH, Office of Drinking Water for the previous calendar year
October 1*	Deadline to certify distribution of the CCR to VDH, Office of Drinking Water *or 90 days after CCR distribution, whichever comes first

Required Information

The following information must be included in your CCR:

1. Water system information
   - Name and phone number of a contact person
   - Information on public participation opportunities
2. Source(s) of water
3. Definitions
4. Detected contaminant table
5. Information on monitoring for Cryptosporidium, radon and other contaminants (if detected)
6. Compliance with National Primary Drinking Water Regulations. For example: explanation of violations, potential health effects, and corrective action steps; special notices for Ground Water Rule and Revised Total Coliform Rule.
7. If applicable, variances or exemptions
8. Required additional information including:
   - Explanation of contaminants in drinking and bottled water
   - Information for vulnerable populations about Cryptosporidium
   - Statements on nitrate, lead and arsenic

Optional Information

Consider including some or all of the following information in your CCR:

- A brief summary statement about the quality of your drinking water.
- The total cost of making the water safe to drink, including the cost of maintaining infrastructure, so customers understand what their water bill is covering.
- An explanation of treatment processes used at the waterworks and how they help the water meet water quality standards.
- Information to educate customers about water quality concerns in their service area (for example, iron and manganese, taste and odor concerns, cross-connections) and how you are working to address them.
- Water conservation tips and freeze protection tips. These will help your customers learn how they can reduce usage.
- Highlight improvements your water utility made throughout the year. Include well-placed high quality photos.

To save the CCR to your computer to print later, click on the document title next to "Download CCR (DOC)". You will likely be prompted by your computer to either open or save the document. Saving it to your computer will allow you to view and edit it.
A Certification Form must be sent, along with a complete copy of the CCR, to VDH no later than October 1st each year. If you need a copy of a certification form, click on "Certificate Form", print it, fill it out, and send it to VDH.

If I make changes after creating the report will those changes carry over to the copy I saved on my computer?
Copies of the CCR that you have printed or saved to your computer will not be updated with any changes you make within the iWriter. If you discover corrections or changes that need to be made, it is recommended that you make them within the iWriter and create a new report, replacing the old one.

I'm not sure how to report my quarterly radiological sample results. How do I do this?
When in doubt, call your local field office. Additionally, the iWriter has built-in prompts and help-windows that are designed to assist you to enter the correct information. Throughout the iWriter, underlined blue text can be clicked on where you can get more information. Clicking on the blue underlined portion will give you a pop-out window with more information.

Contaminant Data Information

Category: Radioactive Contaminants
Contaminant: **Radium (combined 226/228)**
MCL: 5 pCi/L

What did you report to the state for compliance purposes?
(If you sample more often than annually, please enter the highest reported value.)

You can enter the data in any units. Simply enter a value and its associated unit (Select from the dropdown menu). The C

Value:

Reported Value

Systems may monitor or take samples more often than Federal requirements if approved by the State. A state may require the system to take confirmation samples if the detected result is above the MCL. If confirmation samples are required, then the average of the initial sample and the confirmation sample should be used to determine compliance.
A single value is usually reported for compliance purposes. For example, if a system calculates a running annual average to determine compliance for a particular parameter, the system may have multiple values at the sampling point. However, only the running annual average is reported to the State to determine compliance.

another user. When determining who will be using the iWriter, it is recommended that the Waterworks keep this in mind.

How do I save my work?
This version of the CCR iWriter automatically saves changes as they are made.

Will VDH accept the CCR I create using the iWriter?
The iWriter checks that there is a response entered for every required question/portion of the CCR. It is not able to check the validity of the information entered. VDH will accept CCRs created using the CCR iWriter. It is up to the owner to ensure that all of the data and information in it is correct. The iWriter will not allow you to create the report unless content is provided for all required sections. Contact your field office if you have questions about what to include in the CCR for your waterworks.

Can I print my CCR directly from the iWriter?
Once your CCR is complete, the iWriter will allow you to "Generate Report." The report is available as a .pdf or a .doc file:

To print the CCR from the website, click on the document title next to "View/Print CCR" (see box above). A window opens with the complete CCR and a Print box in the upper right corner. If you choose to print your CCR this way, note that web page details and a time stamp will automatically print in the footer of the page. To get around this, use the next option of saving the CCR to your computer and printing it from there.

Basics of Navigation

You'll quickly notice that the CCR iWriter uses many of the same navigation buttons and commands that you're already familiar with. "Back" and "Next" are the most frequently used navigation buttons and will move you to adjacent places within the iWriter.

The iWriter uses a standard "**Question and Answer**" format for gathering the data required to generate the CCR. As you answer each question, it will prompt you to enter additional information as needed or required.

Entering text is straightforward. Places where you can enter text appear as text boxes that you can type directly into and required fields are indicated with a red asterisk:

Entering contaminants is straightforward. In *Section 4. Contaminant Information Summary*, choose the contaminant from a drop-down list of all regulated contaminants.

Once the contaminant is selected, the user is prompted to **enter the results**. Note that there is a drop-down for the Units. The units can be entered as they appear on the lab reporting form. The iWriter will convert them to the required units for the final report.

Contaminant Data Information

Category: Inorganic Contaminants
Contaminant: **Arsenic**
MCL: 10 ppb

What did you report to the state for compliance purposes?
(If you sample more often than annually, please enter the highest reported value.)

You can enter the data in any units. Simply enter a value and its associated unit (Select from the dropdown menu). The CCRWriter will automatically convert the given value to the CCR units.

Value: [ ] Units: [ppb ▾]

☐ Check this box if you monitored for but did not detect the contaminant and still wish to report it in your CCR.

CCR iWriter Report

1. System Information
2. Multiple Water Sources
3. Consecutive System
4. Contaminant Information Summary
5. UCMR Contaminants Information
6. Additional Contaminant Information
7. Significant Deficiencies
8. Cryptosporidium Monitoring
9. Radon Monitoring
10. Voluntary Monitoring
11. Compliance with Other Rules
12. Variance and Exemptions
13. Additional Languages
14. Additional Educational Information
15. Create Report

Moving between sections of your CCR is as simple as clicking on the section title in the left navigation pane shown here and then advancing to the desired page.

When you first create your CCR, it is recommended that you move from the beginning all the way through to the end as prompted by the iWriter. This will help orient you to how the program works and will also prevent you from skipping any steps.

After you have worked all the way through, if you need to make any changes use the left navigation bar to go to the relevant section.

Frequently Asked Questions

How do I know what's required and what's optional?
As you go through the process of creating the CCR, you will come across sections of "Required" information. The iWriter will provide federally required language. There may be additional State language to include. If you have questions about this, contact your local Field Office.

The iWriter allows you to add information that is referred to as "Optional." For example, if there has been a change of ownership, details can be included as "Additional Information". Most notably, the iWriter has two built-in modules that allow you to provide information on water conservation and a survey for Cross-Connection Control. Clicking the box for either of these will automatically include them in your CCR.

Is the CCR iWriter useful for any size waterworks?
Yes, it can be used for any size waterworks. If you have multiple hydraulically independent water systems (i.e. separate water sources supplying separate distribution systems) you will have to generate separate CCRs for each of them.

However, if you have a single water system with multiple wells and/or entry points, this can be handled by the iWriter. As you enter details, read the help/guiding questions carefully so that you can provide the correct information.

Can I use the iWriter on my tablet or cell phone?
Yes, you can. However, if you encounter any problems when using the iWriter on a tablet or cell phone, it is recommended that you exit out and move to a laptop or desktop computer.

Can two people work on the same CCR using the iWriter?
Access to the information stored in the iWriter is granted based on user name and password and is tied to a single email account. Some waterworks may want to set up credentials tied to a common account and share the login information with the person (s) designated to work on the CCR. If this approach is taken, it is recommended that only one person work on the CCR at a time. Data stored under a specific user name cannot be transferred to