

Preparing Your Drinking Water Consumer Confidence Report

I. What is a Consumer Confidence Report (CCR)?

The Consumer Confidence Report (CCR) is an annual water quality report that all community water systems must deliver to their customers. The CCR presents relevant information on the most recent contaminant detection levels from the previous year.

The CCR includes information on your source water, the levels of any detected contaminants, compliance with drinking water rules (including monitoring requirements), and educational language. Most reports will fit on a few sheets of paper. A report that contains too much information or is full of technical jargon can discourage consumers from learning about their drinking water.

Beyond a mandatory requirement, a CCR is an opportunity to communicate the value of water (both as a product and as a service), promote wise water use, build community trust and customer satisfaction, and encourage investment in resource protection and infrastructure.

II. When are the CCR and Certification Forms Due?

- CCRs Due: July 1
- Certification Forms Due: October 1

III. Who Must Prepare a Consumer Confidence Report?

Every community water system (serving at least 15 service connections and/or 25 people year-round) must prepare and distribute a CCR. These systems typically include cities, towns, homeowners' associations, residential subdivisions, manufactured housing communities, and other institutions where people live full-time, such as nursing homes and prisons.

Wholesale Only Systems (selling water to one or more systems) are not responsible for creating a CCR for consecutive systems or providing data on contaminants that the consecutive system monitors. Wholesale systems are responsible for providing relevant source information and monitoring and compliance data to the consecutive system.

Consecutive systems (systems that purchase water from a wholesale system) may contract with the wholesale system to produce the report. If no new data is added, the consecutive system may send the wholesale CCR with a cover letter explaining the relationship. If new data is added, the consecutive system may reprint the wholesale system's CCR with a new title/letterhead and the additional data.

IV. Water System Information

Ensure your water system name is written correctly and provide your Water System ID (WSID), which starts with GA and is seven digits long. Include a contact name and phone number, and information on public participation opportunities. If appropriate, provide information for non-English-speaking populations (>10% of the population).

- Water System ID Number
- Water System Name
- Contact Person Name
- Contact Person Phone / Email

V. Source Information

- Each report must identify the source(s) of the water delivered by the community water system by providing information on:
 - The type of the water: e.g., surface water, ground water; and the commonly used name (if any) and general location of the body (or bodies) of water.
- If a source water assessment has been completed, the report must notify consumers of the availability of this information, the year it was completed or most recently updated, and the means to obtain it. In addition, systems are encouraged to highlight in the report significant sources of contamination in the source water area if they have readily available information. Where a system has received a source water assessment from the primacy agency, the report must include a brief summary of the system's susceptibility to potential sources of contamination, using language provided by the primacy agency or written by the operator.

VI. Contaminant Data Table

Create a table listing all detected contaminants. Ensure correct units, recent results, and definitions for abbreviations.

- Most recent monitoring year results
- Results from 3-, 5-, or 9-year compliance monitoring cycles (up to 5 years prior)
- Correct MCLs, ALs, etc.
- Contaminant sources listed
- Clearly labeled rows
- Well-formatted, easy-to-read table
- Terms defined in Definitions section

**Use Drinking Water Watch (DWW) to check which contaminants & results should be listed for your system. The Drinking Water CCR Team uses the data generated by DWW to determine the accuracy of your Contaminant Table.

VII. Definitions

Required Definitions:

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers required treatment or other system requirements.

Contaminant: Any physical, chemical, biological, or radiological substance or matter in water.

Herbicide: Any chemical(s) used to control undesirable vegetation.

Maximum Contaminant Level (MCL): The highest level of a contaminant allowed in drinking water.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant below which there is no known or expected health risk.

Pesticide: Any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Required Definitions if used:

***Level 1 Assessment:** A study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in the water system.

***Level 2 Assessment:** A detailed study of the water system to identify potential problems and determine why an E. coli MCL violation or multiple total coliform detections occurred.

* Additional standard educational language required if used.

VIII. Unregulated Contaminant Monitoring Rule (UCMR)

- Most recent detected results
- Clearly labeled rows
- Correct units
- Easy-to-read format

For detected unregulated contaminants for which monitoring is required, the reports must present the average and range at which the contaminant was detected. The report must include a brief explanation of the reasons for monitoring for unregulated contaminants such as: Unregulated contaminant monitoring helps EPA to determine where certain contaminants occur and whether the Agency should consider regulating those contaminants in the future.

IX. Violations

Report all violations. Include:

- Specific rule violated
- Explanation of how/why violation occurred
- Dates of violation
- Known health effects
- Return to compliance actions

*NOTE: This does not fulfill Public Notice requirements on its own.

X. Required Educational Information

Include all required language:

- Immunocompromised Language
- Required Lead Language (Updated 2025)
- Source Water Language

Immuno-compromised language: Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Required Lead Language: Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. [INSERT NAME OF SYSTEM] is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact [INSERT NAME OF SYSTEM and CONTACT INFORMATION]. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

Source Water Language: The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (800) 426-4791.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health. Some people may

be more vulnerable to contaminants in drinking water than the general population. Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water, please contact the system's business office.

***If any of these sections are entirely missing, CCR is automatically unacceptable.

XI. Certification Form Requirements

To complete the Certification Form, include:

- Water System ID (GA + 7 digits)
- Water System Name
- Contact Person Name
- Contact Person Phone / Email
- Contact Person Signature
- Distribution Method(s)
- Population Served
- Proof of Distribution

XII. Delivery Based on Populations

- Systems serving 500 or fewer persons must provide notice that the report is available upon request at least once per year to their customers by mail, door-to-door delivery or by posting in one or more locations where persons served by the system can reasonably be expected to see it.
- Systems with a population of less than 10,000 don't have to mail their CCR, but if they don't mail it, they must publish it in the newspaper, inform the customers that it won't be mailed and make the report available upon request.
- Each community water system serving 50,000 or more persons must post its current year's report to a publicly accessible site on the internet. Publish the reports in one or more local newspapers or on one or more local online news sites serving the area in which the system is located. Inform the customers that the reports will not be mailed, either in the newspapers in which the reports are published or by other means approved by the State. Make the reports available to the public upon request.
- Each system serving 100,000 or more must make a good faith effort to reach consumers who do not get water bills, using means recommended by the primacy agency. EPA expects that an adequate good faith effort will be tailored to the consumers who are served by the system but are not bill-paying customers, such as renters or workers. The system must give notice of availability

to all consumers and at least 3 methods of distribution. A good faith effort to reach consumers includes a mix of methods to reach the broadest possible range of persons served by the water system such as, but not limited to:

Acceptable Means of Distribution

- Direct Delivery (via mail or internet).
- Delivery by Hand
- Send through the Mail
- Printing in Local Paper
- Posting in a Public Place (ex., City Hall, Post Office, Library, Public Pool, etc.)
- Posting on System Website
- Email to all Customers
- Inclusion in Water Bill
- Direct URL or QR Code (not acceptable for PN's)

XIII. New Updates Coming in 2027

Consumer Confidence Report (CCR) New Requirements - Effective January 1, 2027

Timing of the Reports

- CWSs serving 10,000 or more people:
 - First Report: Delivered to consumers by July 1 (summary of previous calendar year)
 - Second Report: Delivered to consumers by December 31 (summary of previous calendar year)
 - Include a 6-month update if there were violations, action level exceedances, or results from the UCMR
- CWSs serving fewer than 10,000 people:
 - Prepare and distribute CCR to consumers as required annually by July 1

Good Faith Delivery

- Good Faith Delivery methods were expanded to include:
 - Postcards with direct links to reports
 - Opt-in email/text notifications
 - Social media advertising of report availability
 - Public meetings to educate community members

Wholesalers & Consecutive Systems

- Deliver applicable information by April 1 and October 1 (when semiannual reporting applies)

Certification

- Submit CCR and certification form to GA EPD within 10 days after distributing to customers, no later than July 10th annually

Recordkeeping

- CWSs serving 50,000 or more people must post the report online
- Reports must remain publicly accessible for at least 3 years

Required Definitions

- Must include definitions for:
 - Contaminant
 - Pesticide
 - Herbicide

Summary Section

- Include a summary of key information at the beginning, such as:
 - Contact information
 - Violations (if applicable)
 - Note about included public notices

Translation Access

- CWSs serving over 100,000 people must develop language access plans

Arsenic & Nitrate

- Include revised educational information when levels exceed ½ the MCL but are not violations

Revised Total Coliform Rule

- Use updated compliance language in reports

Unregulated Contaminant Monitoring Rule (UCMR)

- Provide a brief explanation of why monitoring is conducted

Lead Action Level Exceedances

- If exceeded, include:
 - Clear identification in data section
 - Explanation of exceedance
 - Steps consumers can take to reduce exposure
 - Description of corrective actions

Corrosion Control Efforts

- Include template language explaining corrosion control action