

Consumer Confidence Reports

Frequently Asked Questions

Q. "What is a CCR?"

All Georgia Community Water Systems (CWS) are to provide an annual Consumer Confidence Report (CCR) to their customers and to Georgia EPD no later than July 1st of each year. The Consumer Confidence Report, or CCR, is an annual water quality report that a community water system is required to provide to its customers. The CCR helps people make informed choices about the water they drink. They let people know what contaminants if any, are in their drinking water, and how these contaminants may affect their health. CCRs also give the system a chance to tell customers what it takes to deliver safe drinking water.

Q. "Are the State of Georgia CCR requirements different from the federal CCR requirements?"

No. The State of Georgia adopted the federal Consumer Confidence Report rule "as is." The State of Georgia CCR requirements are the same as the federal CCR requirements.

Q. "As a new community water system am I required to produce a CCR in the same year?"

No, a community water system must deliver to all its customers their first CCR report by July 1 of the year after its first full calendar year in operation and annually thereafter.

Q. "As a wholesaler am I required to produce a CCR?"

No, wholesaler must provide all monitoring data and information required to the buyer no later than April 1 annually.

Q. "Are there tools available to help us to prepare the CCR? Where can I find additional information about the CCR?"

Georgia EPD has developed a guidance manual that can assist Georgia community water systems in preparing their CCR. EPA has a guidance document for water suppliers and an internet-based tool that can quickly create the CCR called CCRiwriter.

For more additional information about the CCR you can visit EPA's website:

<http://water.epa.gov/lawsregs/rulesregs/sdwa/ccr/basicinformation.cfm>

Q. "Do I need to list all my water quality monitoring data in my Consumer Confidence Report?"

No, the CCR rule does not require you to list all the chemicals that you test and have results for. You need to include only detected chemicals - that is, those that are reported as positive values by your laboratory.

The CCR rule requires that you NOT include non-detects in your detected contaminant table. You can talk about them if you wish, but they are not to be included in the detected contaminant table. The report is intended to provide the reader with a short "snapshot" of what was in the water in recent years.

Q. "Do I have to report any contaminants detected under the UCMR (Unregulated Contaminant Monitoring Rule)?"

Under the Consumer Confidence Report Rule (CCR) Rule, water systems must report the monitoring results whenever unregulated contaminants are detected. This helps EPA determine what contaminants suspected to be present in drinking water that do not have health –based standards set under the Safe Drinking Water Act (SDWA)

Q. "How do I distribute the CCR to the consumers?"

Community water systems MUST DIRECTLY deliver a CCR to each consumer via mail, hand delivery, or electronically by July 1 of each year. Additionally, a good faith effort must be made to reach customers who do not receive water bills. You may place the CCR on your website, publish an article in a newspaper, and/or post it in a public area.

Q. "How early can I deliver my report to my consumers?"

The Consumer Confidence Report is due to be delivered to your customers and Georgia EPD no later than July 1 of each year. You may deliver it any time after you have completed the previous year's monitoring requirements and received the results from your lab. As long as the report contains the most recent information through December of the previous year, it can be delivered any time between January 1 and July 1 of the new year.

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Q. "What methods can I use to submit my CCR and certification form to Georgia EPD?"

You can do any of the following:

- Mail a hard copy via United States Postal Service, FedEx, United Parcel Service, etc.
- Hand deliver a hard copy to the Watershed Compliance Office-Atlanta
- FAX your report
- E-mail with a word processing file or PDF attached

Q. "Where do I get the CCR Certification Form to attach to my report when I send it to the Georgia EPD?"

Go to the Georgia EPD website (<http://epd.georgia.gov>) and search for Drinking Water Forms (under Watershed Protection Forms and Publications). Alternatively, click the link below for the form.

- [Consumer Confidence Report Certification](#)

Print it, complete it, sign and date it, and attach it to the copy of your report that you send to the state. It includes instructions for mailing it to the state. Keep a copy for your files.

Q. "I may not be able to meet the July 1 due date for this year's report. May I have an extension to avoid a violation?"

The Consumer Confidence Report summarizes the results of water quality monitoring through December of last year. You have six months (January through the end of June) to produce and distribute the report. Georgia EPD is not granting extensions beyond the due date of July 1 because we believe six months is enough time for you to produce and distribute the report.