



United States  
Environmental  
Protection Agency

Office of Enforcement and  
Compliance Assurance  
(2201A)

EPA 300-F-99-006  
(Revised)  
November 1999

# THE CONSUMER CONFIDENCE REPORT RULE

Annual Reporting Requirements  
for Drinking Water Suppliers



Recycled/Recyclable

Printed with Soy/Canola ink on paper that contains at least 30% post consumer fiber

**As a Community Water System, you are required to issue a Consumer Confidence Report (CCR) by July 1 annually. This pamphlet provides helpful information for preparing a CCR.**

---

*Published by the Office of Enforcement and Compliance Assurance, U.S. EPA, Washington, D.C., in cooperation with the Office of Ground Water and Drinking Water.*

---

# THE CONSUMER CONFIDENCE REPORT RULE:

## Annual Reporting Requirements for Drinking Water Suppliers

---

**I**n 1996, Congress amended the Safe Drinking Water Act, adding a provision requiring that all community water systems deliver to their customers a brief annual water quality report.

The new Consumer Confidence Report Rule, which was published in the Federal Register on August 19, 1998, requires all community water systems by July 1 of each year to report information on their source water, the levels of any detected contaminants, and compliance with drinking water rules, and include other specified educational information.

Every water system that has at least 15 service connections serving year-round residents or that regularly serves at least 25 year-round residents must prepare and distribute a Consumer Confidence Report (CCR). These systems include cities, towns, homeowner associations, and trailer parks. A water wholesaler who sells water to another water system must provide the retailer with monitoring data and other information that will enable the retailer to produce a CCR, unless the two systems make a different contractual agreement. The retail system is responsible for ensuring that its customers receive a report containing all required information.

In most systems, these reports must be delivered to each customer, either with the water bill or in a separate mailing, and systems serving more than 100,000 people also must make reports available on the Internet.

---

### When is My Consumer Confidence Report Due?

As a community water supplier, your Consumer Confidence Report is due to consumers by **July 1 of each year**. The reports are based on calendar-year data. Wholesalers must deliver information to their buyers by April of each year (unless there is a separate agreement). A new community water system must deliver its first report by July 1 of the year after its first full calendar year in operation, and annually thereafter. Sample CCR reports are available at <http://www.epa.gov/safewater/ccr/ccrguide.pdf>.

### What Information is Required in the Report?

Each report must provide consumers with:

#### *Water System Information*

- Name/phone number of contact person;
- Information on public participation opportunities; and
- Information for non-English speaking populations, as applicable.

#### *Sources of Water*

- Type, name, and location of water sources;
- Availability of source water assessment;
- Information on significant sources of contamination; and
- Definitions: MCL, MCLG, and others as needed.

#### *Compliance with Drinking Water Regulations*

- Identification and explanation of all violations, potential health effects, and steps taken to correct the violations; and
- Explanation of variance/exemption, if applicable.

#### *Detected Contaminants*

- Table summarizing monitoring data on detected regulated & unregulated contaminants;
-

---

## Make a Note: Reports Are Due July 1 Annually

---



### *Detected Contaminants (continued)*

- For comparison, the detected level of a contaminant and the corresponding MCL, MCLG. The MCL must be expressed as a number equal to or greater than one and the MCLG and detected level must be expressed in the same units as the MCL;
- Known or likely source of each detected contaminant;
- Health effects language and explanation for MCL violations; and
- Information on *Cryptosporidium*, radon, and other contaminants.

### *Required Educational Information*

- Explanation of contaminants and their presence in drinking water;
- Warning for vulnerable populations about *Cryptosporidium*; and
- Informational statements on arsenic, nitrate, and lead, if necessary.

## Report Distribution and State Certification

Once completed, a copy of the Consumer Confidence Report is required to be distributed to:

- Consumers by mail or other means of delivery (systems that serve 100,000 or more people also must post their reports on the Internet);
- Director of your State Drinking Water Program; and
- Other State agency designated by the director of your State Drinking Water Program.

In addition, a certification that reports have been distributed and the report information is correct is required to be mailed to the state drinking water program within **three months** of the report due date.

---

## For More Information on the Consumer Confidence Report Rule

---

EPA's Office of Ground Water and Drinking Water has several documents to assist community water systems comply with the Consumer Confidence Report Rule.

The following information can be found on the Internet at <http://www.epa.gov/safewater/ccr1.html>:

- Fact Sheet—Consumer Confidence Report Final Rule
- 40 CFR Parts 141 and 142, National Primary Drinking Water Regulation: Consumer Confidence Reports; Final Rule
- Consumer Confidence Report Writer
- Consumer Confidence Report Public Service Announcements
- 'Preparing Your Drinking Water Consumer Confidence Report: Guidance for Water Suppliers'
- State Implementation Guidance for the CCR Rule
- Links to Dozens of Reports Created by Systems Across the Country.

**For additional information or to obtain printed copies of the above material, contact the Safe Drinking Water Hotline at 1-800-426-4791**

---

**AN IMPORTANT NOTE:**

**Your State's Consumer Confidence Report Rule may require more information, so check with your State Drinking Water Program.**

**For more information, contact:**

