

CCR Frequently Asked Questions (FAQ)

➤ **What is the Consumer Confidence Report (CCR)?**

ANSWER: The CCR is the centerpiece of the right-to-know provisions in the 1996 Amendments to the Safe Drinking Water Act. The CCR is an annual water quality report designed to assist your customers to make informed choices that affect their health and the health of their families.

➤ **When is the CCR deadline?**

ANSWER: The CCR must be delivered to the system's consumers by July 1 every year. A copy of the CCR and the *Certificate of Delivery Form* must also be submitted to the division by July 1 every year. **IMPORTANT NOTE:** Even if you use the enclosed draft CCR supplied by the division, you must still submit a copy of the CCR and the *Certificate of Delivery Form* to the division by the deadline.

➤ **We are a new community water system, do we need to produce and deliver a 2011 CCR?**

ANSWER: Only community water systems that began operation before January 1, 2010 need to produce and deliver a CCR in 2011.

➤ **We receive all of our water from another water system. Do we have to produce and deliver our own CCR?**

ANSWER: Maybe not. You may distribute the CCR from the purchased water system to your consumers by July 1, 2011 if you have no other data to report from your water system. However, if your water system conducted any monitoring that detected any contaminants or if your water system received any violations, that data must be reported. To accomplish this, you may choose to simply attach your own CCR or a cover letter to your purchased water system's CCR. You must also submit a copy of the CCR that you distribute and the enclosed *Certificate of Delivery Form* to the division by July 1, 2011.

➤ **What information do I need to include on my 2011 CCR?**

ANSWER: The information reported on the 2011 CCR should include all information and sample data for your water system for the calendar year 2010. If your system does not have specific sample data collected in 2010, then the CCR should report the latest detected sample data available within the last 5 years.

➤ **If there are errors in the data on the draft CCR, how do I get them corrected?**

ANSWER: Data: Please note that some of the units of measurement have been converted in order to make the data more understandable to the water users in comparison to the MCL units (this is not an error). If you discover an error in our data, the water system is responsible for making corrections to the CCR prior to distribution. If you have a question about the data or a violation please contact the appropriate Compliance Specialist. (See Drinking Water Compliance Assurance Contact List)

System Contact person: The water system is responsible for making corrections to the CCR. To have these errors corrected in the Division's database, complete and sign the *Inventory Update Form* located at <http://www.cdphe.state.co.us/wq/drinkingwater/PublicWaterSystemReportingForms.html> and submit it to the Division. Or call 303-692-3583 to have this form mailed or faxed to you.

Water Sources: The water system is responsible for making corrections to the CCR. To have these errors corrected in the Division's database, complete and sign the *Inventory Update Form* located at <http://www.cdphe.state.co.us/wq/drinkingwater/PublicWaterSystemReportingForms.html> and submit it to the Division. Or call 303-692-3583 to have this form mailed or faxed to you.

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➤ **How do I get a copy of the draft CCR in electronic (MS Word) format?**

ANSWER: All draft CCRs are posted on our website: <ftp://wqcdcompliance.hosting4less.com/>. To access your draft CCR, log in using the following information:

Login: wqcdcompliance-ccr
Password: 2010ccr

All of the supplemental documents are at the top of the page and the 2011 draft CCRs are posted in alphabetical order by PWS system Name.

➤ **How do I get the CCR Guidance Handbook and other CCR forms?**

ANSWER: These are all available electronically or in hardcopy. The web address is <http://www.cdphe.state.co.us/wq/drinkingwater/PublicWaterSystemReportingForms.html> Or you may call 303-692-3583 to have forms mailed or faxed to you.

➤ **How do I receive a small-system direct delivery mailing waiver?**

ANSWER: The *Certificate of Delivery Form* describes the population criteria and consumer notification requirements of these waivers. Simply fill out the *Certificate of Delivery Form* appropriately.

➤ **How do I use the CCR to meet a public notification requirement (for example: for a monitoring violation or a Fluoride SMCL violation)?**

ANSWER:

1. Ensure that all 10 required elements for public notices are included in the CCR. You may get a copy of the *Public Notice 10 Required Elements* from our website: <http://www.cdphe.state.co.us/wq/drinkingwater/PublicWaterSystemReportingForms.html> Or you may call 303-692-3583 to have it mailed or faxed to you.
2. Check the appropriate box at the bottom of the *Certificate of Delivery Form*.

➤ **How do I complete the applicable blank sections and/or tables of the draft CCR?**

Source Water Assessment Report (SWAP) Summary: The division has completed SWAP reports for all active community water systems on or before April 2001. Every year, the CCR must contain a brief description of the SWAP assessment results including instructions on how the consumer can obtain their own copy. On the draft CCR, the water system simply needs to fill in a summary of potential sources of contamination (found on Table 2 and Table 3 of the SWAP report) in the space provided in the “Our Water Source(s)” section of the draft CCR. If you have questions about the SWAP report, please call the John Duggan at (303) 692-3534.

Turbidity Table: If the system was required to monitor for turbidity, the draft CCR contains a Turbidity table. The water system is responsible for completing the collection date.

Violations: If the state issued any violations to the system in 2010, the water system is required to include an explanation of each violation including what was done to correct the problem.

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- **The system's SWAP Report is incorrect or in the process of being revised. What do I report in the CCR?**

ANSWER: If your assessment results are not available on the SWAP website by the time you print the system's CCR, you may include the following statement in the CCR: "At this time, our Source Water Assessment Report is in the process of being corrected. When it is finalized, it will be available by calling the contact listed or accessing the SWAP website:

<http://www.cdphe.state.co.us/wq/sw/swapreports/swapreports.html>." If you have questions or concerns about the SWAP report, please call John Duggan at (303) 692-3534.

- **How do I report detected *Cryptosporidium* or Radon?**

ANSWER: If the system's monitoring indicates the presence of *Cryptosporidium* (in source water or finished water) or radon (in finished water only), the CCR must include the results and an explanation of the significance of the results. The *CCR Guidance Handbook* contains guidance and suggested language for reporting *Cryptosporidium* and radon.