Drawing on material found in River Network's Drinking Water Guide!

Drinking Water Guide Fact Sheet: Consumer Confidence Reports

Key Points

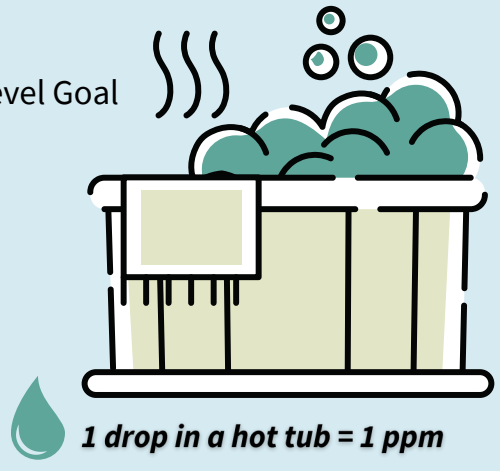
- Consumer Confidence Reports (CCRs) are made available by a community water system (CWS) by July 1st of each year.
- CCRs contain a variety of data relevant to a water system's drinking water quality, including contaminant levels, public health goals, advisories, and more.
- Advocacy opportunities exist for individuals and organizations to promote better, more accessible CCRs for your community. Consider advocating for translations, distribution to renters, and other improvements your CWS could make.

What Is a Consumer Confidence Report?

Consumer Confidence Reports (CCRs), also known as "Annual Drinking Water Quality Reports," were established as part of the Safe Drinking Water Act (SDWA) 1996 amendments. Congress later passed America's Water Infrastructure Act of 2018 (AWIA), which directed the EPA to revise the reports' requirements. Community water systems (CWS) are obligated to send out CCRs annually before July 1st of each year, with information from the previous calendar year. These reports detail the overall water quality for your CWS, not specifically the water coming from your home's taps. A CCR may include several acronyms related to drinking water quality.

Some common acronyms include:

- MCL = Maximum Contaminant Level
- MRDLG = Maximum Residual Disinfectant Level Goal
- PHG/MCLG = Public Health Goal or Maximum Contaminant Level Goal
- PPM/PPB/PPT = Parts Per Million/Billion/Trillion
- TT = Treatment Technique
- AL = Action Level



1 drop in a hot tub = 1 ppm

What Does a Consumer Confidence Report Contain?

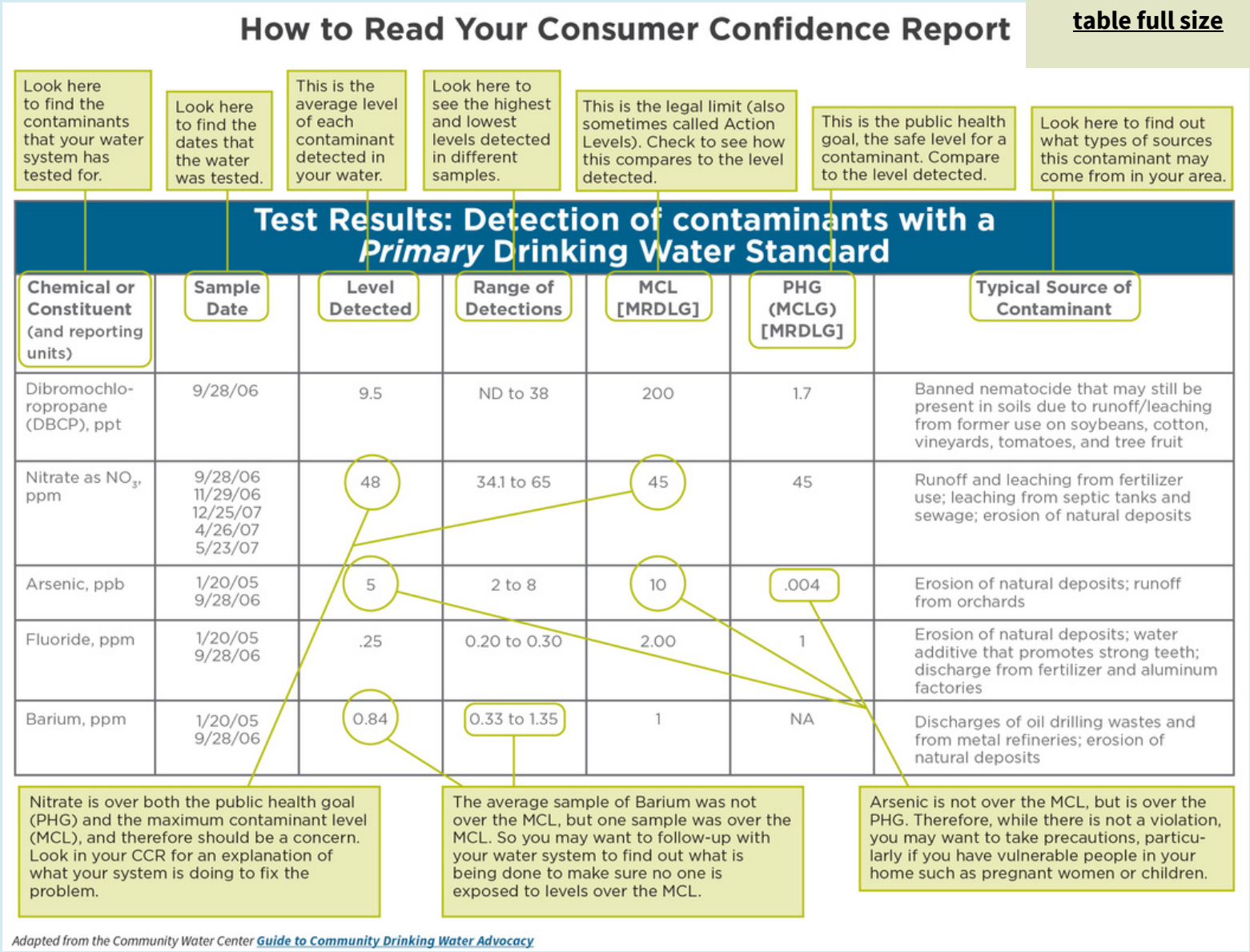
At a minimum, your CCR should contain the following information:

- The lake, river, aquifer, or other source of the drinking water
- A summary of the risk of contamination of the local drinking water source
- The regulated contaminants found in local drinking water
- The potential health effects of any contaminant detected in violation of an EPA health standard
- An accounting of the system's actions to restore safe drinking water
- An educational statement for vulnerable populations about avoiding Cryptosporidium
- Educational information on nitrate, arsenic, or lead where these contaminants may be a concern
- Phone numbers of additional sources of information, including the water system
- EPA's Safe Drinking Water Hotline access information

How Do You Read a Consumer Confidence Report?

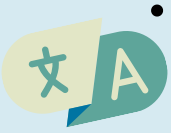
Check out the following graphic to better visualize how to read your CCR:

Click to view the table full size



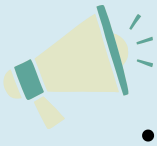
Advocacy Opportunities

Push for CCR translations



- Translations for CCRs should be easily accessible. Depending on the demographics of a water system's customer base, translations may be necessary to reach more community members. If you know a different language is spoken in your community, reach out to your CWS and see if they have a translated version of their CCR available. If not, advocate for a translation to be made! Distribution matters too, and physical copies should be readily available for interested individuals and those with limited internet access.
    - Check out CCRs translated to Spanish by the City of Williams, California.

Advocate for CCR awareness and easy access for renters



- According to the EPA, "Often renters do not receive copies of the CCR, as these reports are often delivered by CWSs to the billing address on file for these communities, which is often a central management office or property owner."
- Advocates can help raise awareness for CCR availability by creating outreach materials to send to apartments, mobile home parks, and other places where the distribution of these reports may be limited or nonexistent. Outreach timing can coincide with the release of your community water system's CCR, so check in with the provider for more information.

Ask questions!

- Here are some questions to ask yourself regarding CCRs:
    - What, if any, concerns are there about my system's water quality?
    - Who might need or want a copy of their water system's CCR?
    - Are there any improvements to my system's CCR I could recommend?

Additional Resources

- Guide to Community Drinking Water Advocacy (CWC)
- Find Your Local CCR (EPA)
- Understanding your Water Quality Report (EPA)
- Understanding the Quality of your Drinking Water (CDC)
- Reading and Understanding a Consumer Confidence Report (EHSRC U-Iowa)