Consumer Confidence Report
Frequently Asked Questions

Do I have to create my own Consumer Confidence Report (CCR)?
No. DEQ creates the CCR for each community water system in Oklahoma and provides a unique website link for that system’s CCR.

Do I have to send DEQ the CCR Certification form?
Yes. Send DEQ a copy of the bill, mailer, or handout you distributed along with the CCR certification form.

Do I have to distribute the CCR to my customers?
Yes. Distribute the website link to the CCR in a bill, mailer, or handout.

Do I have to provide a paper copy of the CCR if a customer requests it?
Yes. A paper copy of the CCR must be made available to customers upon request.

Can I place the website link on the back of the water bill?
Yes. Place the website link any place on the bill.

What is the deadline for distributing the CCR and returning the CCR Certification form?
The CCR and CCR Certification Form must be completed and submitted to DEQ prior to October 1st of each year.

What is the required method for direct distribution of the CCR?
Provide each customer with the exact DEQ-provided website link to the CCR. Copy the exact website link from DEQ’s correspondence.

If distributing the website link on a bill, refer to the certification page for an example.

If distributing the website link on a mailer or handout, use the following language:

“[This is the current annual Consumer Confidence Report (CCR), which covers important information about your drinking water, is accessible at the following website link: (Insert The Exact Direct Website Link In DEQ Correspondence). Please let us know if you have any questions, or if you need a paper copy of the CCR.]”
What if a customer does not have a separate mailing address?
If customers do not have separate mailing addresses, such as boarding schools, residential facilities, etc., print and post the CCR in common areas around your water system.

In addition to the required methods for direct distribution, can I distribute the CCR by other methods?
Yes. Additional methods include posting the DEQ-provided website link on your water system’s website, social media, etc. These additional voluntary methods do not meet the direct delivery requirements on their own.

Do I have to publish the CCR in the newspaper?
No. Provide the website link to customers via bill, mailer, or handout.

Can I create and distribute a different style CCR on my own?
Yes. Ensure all mandatory language and data is included in the report as required by 40 CFR § 141, Subpart O if a different style CCR is created and distributed.

Am I required to provide a copy of my CCR to other water systems who purchase our water?
No. Your drinking water data is included in the DEQ-created CCR of other water systems who purchase your water.

Can I use the CCR to deliver Public Notices to my customers?
Yes. DEQ will attach a public notice to your CCR for outstanding Tier 3 monitoring and reporting violations.

Will DEQ continue to create our CCR?
Yes. DEQ will create the CCR for each community water system in Oklahoma.

What if I find an error on the CCR?
Contact your District Coordinator by phone or email.

Contact your PWS Compliance District Coordinator with any questions not covered by this FAQs handout by calling DEQs Water Quality Division at (405) 702-8100 or emailing drinkingwater@deq.ok.gov.