

## 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 July 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:

“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.”

### Consumer Confidence Report – 2021 Covering Calendar Year – 2020

ANYTOWN PWA OK1000001

This report is a snapshot of the quality of the water that we provided last year. Included are the details about where your water comes from, what it contains, and how it compares to Environmental Protection Agency (EPA) and state standards. We are committed to providing you with information because informed customers are our best allies. If you would like to be actively involved in the decision-making processes that affect drinking water quality, please call ANYTOWN PUBLIC WORKS AUTHORITY at 555-555-5555.

Your water comes from:

Source Name	Source Water Type
LITTLE RIVER	Surface Water

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, streams, ponds, reservoirs, springs, and wells. As water travels over the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting

*Inorganic contaminants*, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

*Pesticides and herbicides*, which may come from a variety of sources such as storm water run-off, agriculture, and residential users.

*Radioactive contaminants*, which can be naturally occurring or the result of mining activity.

*Organic contaminants*, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and also come from gas stations, urban storm water run-off, and septic systems.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limits the amount of certain contaminants in water provided by public water systems. We treat our water according to EPA's regulations. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Our water system is required to test a minimum of 8 samples per month in accordance with the Total Coliform Rule for microbiological contaminants. Coliform bacteria are usually harmless, but their presence in water can be an indication of disease-causing bacteria. When coliform bacteria are found, special follow-up tests are done to determine if harmful bacteria are present in the water supply. If this limit is exceeded, the water supplier must notify the public.

#### Water Quality Data

The following tables list all of the drinking water contaminants which were detected during the 2020 calendar year. The presence of these contaminants does not necessarily indicate the water poses a health risk. Unless noted, the data presented in this table is from the testing done January 1- December 31, 2020. The state requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of

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## **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](mailto:drinkingwater@deq.ok.gov).