

# OKLAHOMA DEPARTMENT OF ENVIRONMENTAL QUALITY



## Consumer Confidence Report Frequently Asked Questions

### Q: What is a Consumer Confidence Report?

A Consumer Confidence Report (CCR) is an annual report submitted by Community Water Systems (CWS) to their customers, consumers and DEQ. This report details the overall quality of the system's drinking water for the preceding calendar year. It is also a great way to inform your customers/consumers of any upgrades or process improvements that you've made and the reason for them. It's an opportunity to highlight the positives and build up customer confidence.

### Q: What information must be included?

A CCR must contain:

- Water system information
- Sources of the drinking water
- Definitions such as:
  - Maximum Contaminant Level,
  - Maximum Contaminant Level Goal, and if needed,
  - Treatment Technique and Action Level
- Detected contaminants
- Status of compliance with drinking water regulations
- Required educational information

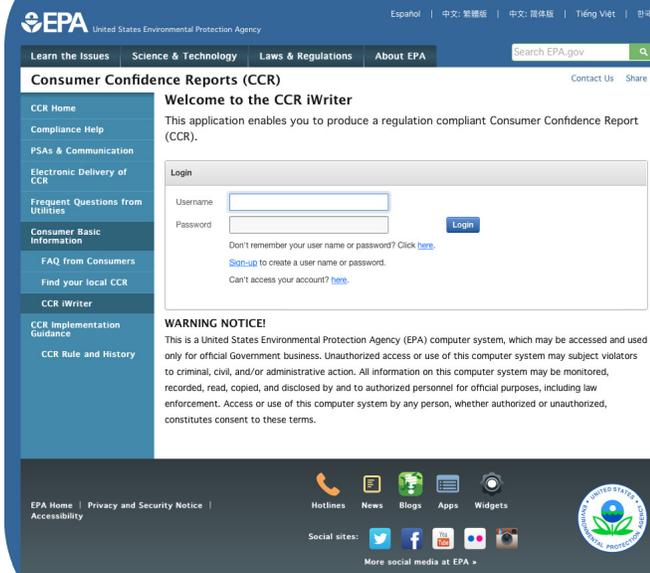
### Q: Are Web Tools Available?

The CCR iWriter is an EPA program that uses a step-by-step process to complete the report. It allows you to enter data and generate a CCR that is both informative and in compliance with current regulations. Access the secure website with your personal user ID and password. You can then download the finished report in PDF or Word. The document is saved and can be modified until the final is sent.

### Q: What are the deadlines for Consumer Confidence Reports?

The CCR for the preceding calendar year must be delivered to customers and DEQ no later than July 1st. If you are a wholesale public water supply, you should provide monitoring results to the systems that purchase your water by April 1st. These results are needed by the purchasing systems so they may be incorporated into their own CCRs.

For additional information on this subject please contact your local DEQ representative or the Water Quality Division of the Department of Environmental Quality at (405) 702-8100.



### Q: How does the process work?

Go to the Drinking Water Watch website, <http://sdwis.deq.state.ok.us/DWW/>, to print your system's Consumer Confidence Data. Then go to <http://go.usa.gov/cC9SC> to input this information. Send a final copy to your customers/consumers, or add a link to your website. Then you may mail, fax, or email the report and certification to DEQ at:

Oklahoma Department of Environmental Quality  
Water Quality Division  
P.O. Box 1677  
Oklahoma City, OK 73101-1677  
Fax: (405) 702-8101  
Email: [wqccr@deq.ok.gov](mailto:wqccr@deq.ok.gov)

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