

## Reference Sheet: Consumer Confidence Report Rule Revisions Comparison

The U.S. Environmental Protection Agency (EPA) has finalized revisions to the Consumer Confidence Report Rule (CCR Rule) in accordance with the requirements of America's Water Infrastructure Act (AWIA) of 2018. This table compares key components of the current CCR rule and the final revised CCR Rule. Starting in 2027, CCRs will need to meet the new requirements. For existing rule requirements visit: <https://www.epa.gov/ccr>. For more information on the new CCR rule requirements visit: <https://www.epa.gov/ccr/consumer-confidence-report-rule-revisions>.

Current CCR Rule	Revised CCR Rule
Report Delivery	
<b>Timing of the Reports</b> All Community Water Systems (CWSs) must provide a CCR to each customer annually by July 1 <sup>st</sup> .  All CWSs must mail a copy of the report to the primacy agency by July 1 <sup>st</sup> .	<b>Timing of the Reports</b> All CWSs serving 10,000 or more people must distribute the report twice per calendar year.  <i>The First report</i> must be delivered by July 1 <sup>st</sup> and include an annual summary of previous calendar year.  <i>The Second report</i> must be delivered by December 31 <sup>st</sup> and include an annual summary of previous calendar year. If applicable, the report must include a 6-month update for CWSs that had violations, action level exceedances, or received results from the Unregulated Contaminant Monitoring Rule (UCMR).  CWSs serving less than 10,000 people must provide a CCR to their customers annually by July 1 <sup>st</sup> .
<b>Direct Delivery to Customers</b> Each CWS must mail or directly deliver a copy of the report to each customer.	<b>Direct Delivery to Customers</b> CWSs must send CCRs to customers by mail or an electronic delivery method.  CWSs using electronic delivery must provide a paper copy of the report to customers upon request.
<b>Good Faith Delivery</b> CWSs must make a good faith effort to reach consumers who do not get water bills. Examples of good faith efforts include a mix of methods, such as: <ul style="list-style-type: none"> <li>• Posting the reports on the Internet.</li> <li>• Mailing to postal patrons in metropolitan areas.</li> <li>• Advertising the availability of the report in the news media or publication in a local newspaper.</li> <li>• Posting in public places such as cafeterias or lunchrooms of public buildings.</li> <li>• Delivery of multiple copies to buildings for distribution.</li> <li>• Delivery to community organizations.</li> </ul>	<b>Good Faith Delivery</b> Examples of good faith efforts added in the revised rule include: <ul style="list-style-type: none"> <li>• Bulk delivery of postcards with direct links to reports.</li> <li>• Opt-in notification system to send email and/or texts notifying the availability of the CCRs.</li> <li>• Advertise the availability of the reports on social media.</li> <li>• Holding a public meeting to educate community members.</li> </ul>

Current CCR Rule	Revised CCR Rule
<b>Wholesalers and Consecutive Systems</b> CWSs that sell water to another CWS must deliver applicable information by April 1 <sup>st</sup> , or a mutually agreed upon date.	<b>Wholesalers and Consecutive Systems</b> CWSs that sell water to another CWS must deliver applicable information by April 1 <sup>st</sup> and October 1 <sup>st</sup> , if required to deliver reports twice per year.
<b>Certification</b> CWSs must submit a certification to the primacy agency no later than 3 months after the CCR has been distributed to customers.	<b>Certification</b> CWSs must submit a copy of the report and certification to the primacy agency no later than 10 days after the CWS is required to distribute the reports to customers.
<b>Recordkeeping</b> CWSs serving 100,000 or more people must post its current year's report to a publicly accessible site on the Internet.	<b>Recordkeeping</b> CWSs serving 50,000 or more people must post its current year's report to a publicly accessible site on the Internet.  Any CWSs posting their CCR on a website must maintain its availability for at least 3 years.
<b>Improving Readability, Clarity, and Understandability</b>	
<b>Data Contaminant Tables</b> CWSs must provide contaminant data in one or more tables.	<b>Data Containment Tables</b> CWSs must present contaminant data in a clear and understandable format, which may include, but is not limited to, one or more tables.
<b>Definitions</b> CCRs must include definitions of key terms: maximum contaminant level goal (MCLG) and maximum contaminant level (MCL). When applicable, CCRs must include definitions for: treatment technique, action level, maximum residual disinfectant goal (MRDLG), maximum residual disinfectant level (MRDL), level 1 assessment, and level 2 assessment.	<b>Definitions</b> In addition to the definitions in the current rule, the revised rule requires CCRs to include definitions of contaminant, pesticide, and herbicide.
<b>Summary</b> Not required	<b>Summary</b> CWSs must include a summary of the key information at the beginning of the reports. Examples of key information includes CWS contact information and, when applicable, a brief description of violations and a note that public notices are included in the CCR.
<b>Translation Access</b> In communities with a large proportion of consumers with limited English proficiency, CCRs must contain a statement in appropriate language(s) about the importance of the report or contact information residents can obtain a translated copy of the report or assistance in the appropriate language.	<b>Translation Access</b> In communities with a large proportion of consumers with limited English proficiency CCRs must contain either information where consumers can obtain a translated copy of the report or assistance in the appropriate language.  For CWSs serving over 100,000 people, CWSs are required to develop language access plans.

Current CCR Rule	Revised CCR Rule
<b>Accessibility</b> CWSs must make their reports available to the public upon request.	<b>Accessibility</b> CWSs must make a reasonable effort to provide the reports in an accessible format to anyone who requests an accommodation.
<b>Improving Accuracy and Risk Communication</b>	
<b>Arsenic and Nitrate</b> CWSs which detect arsenic or nitrate within specific thresholds must include language describing the health effects of the detected contaminant.	<b>Arsenic and Nitrate</b> Revised educational information on health effects of nitrate and arsenic for CWSs that detect the contaminants above half the MCL but are not in violation of the MCL.
<b>Revised Total Coliform Rule</b> CWSs required to comply with a Level 1 assessment requirement or a Level 2 assessment requirement must include standard language in the report.	<b>Revised Total Coliform Rule</b> Updated standard language for the Revised Total Coliform Rule compliance in the reports.
<b>Unregulated Contaminant Monitoring Rule</b> CWSs may include a brief explanation of the reasons for monitoring for unregulated contaminants.	<b>Unregulated Contaminant Monitoring Rule</b> CWSs must include a brief explanation of the reasons for monitoring for unregulated contaminants.
<b>Information about Lead in Drinking Water</b>	
<b>Lead Action Level Exceedances</b> No explanation about the exceedance or corrective action required.	<b>Lead Action Level Exceedances</b> CWSs that have exceeded the lead action level during the monitoring period covered by the CCR must clearly identify the exceedance in the contaminant data section. In addition, they must include an explanation of the exceedance, the steps consumers can take to reduce their exposure to lead in drinking water, and a description of any corrective actions the CWS has or will take to address the exceedance.
<b>Explanation of Corrosion Control Efforts</b> No explanation about corrosion control efforts required.	<b>Explanation of Corrosion Control Efforts</b> CCRs must include template language to explain their corrosion control efforts.