



## Fact Sheet

# Consumer Confidence Reports

January 2017

### Purpose of the CCR

The guiding principle behind consumer confidence reports (CCRs) is that all people have the right to know what is in their drinking water and where it comes from. The CCR provides an opportunity for water suppliers to educate consumers about the sources and quality of their drinking water and to involve them in decisions about it.

Consumers who are familiar with the basic drinking water information in CCRs will be better prepared to make informed choices that affect the health of themselves and their families. The reports will also encourage consumers to consider the challenges of delivering safe drinking water.

Furthermore, it has been shown that educated consumers are more likely to help protect drinking water sources and to be more understanding of the need to upgrade the treatment facilities that make their drinking water safe.

### Who must prepare a CCR?

Every community water system that serves at least 25 residents year-round or that has at least 15 service connections must prepare and distribute a CCR. These systems typically include cities, towns, homeowners' associations, and mobile home parks.

A community water system that sells water to another community water system must provide monitoring data and other information that will enable the purchasing system to produce a CCR.

### CRs are an opportunity for community water systems to:

- Respond to customers' need for information

- Advance understanding of issues
- Enlist customers in source protection issues
- Build partnerships with stakeholders
- Form the centerpiece of a communication program

### Annual CCR Dates for Community Water Systems

**April 1** – annually – Community water systems that sell water wholesale to another community water system must submit information on detected contaminants and source water, unless the seller and the purchaser have agreed on a mutual date as stated in a contract between the parties

**July 1** – annually – CCR due to customers and Energy and Environment Cabinet (EEC) Division of Water (DOW)

**July 1** – annually – Certification of CCR due to the DOW (Completely filled out with proof of both delivery methods to customers)

### The citizen's role

- Look for your CCR each year
- Read your CCR
- Contact your water supplier if you have any questions or concerns about the information in your CCR
- Provide your water supplier with feedback about the CCR. They want to know how to make the report better for you
- Look for opportunities to attend meetings where you can provide input to your water supplier