

2010 Consumer Confidence Report Training Workshop

Presented by:

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Office of Drinking Water



Workshop Goals

- Understanding your results
- Meeting deadlines (July 1)
- What to include in your CCR
- Creating an interesting report



The Rationale (1 of 2)



- Consumers have the right to know
 - What is in their drinking water
 - Where it comes from
- The report helps consumers make informed choices that affect the health of themselves and their families

Topics Covered

- Purpose of CCR
- Who needs to submit a report
- Content of CCR
- How to interpret results– pay attention to units! (mg/L = ppm); (ug/L = ppb)
- Important dates to remember

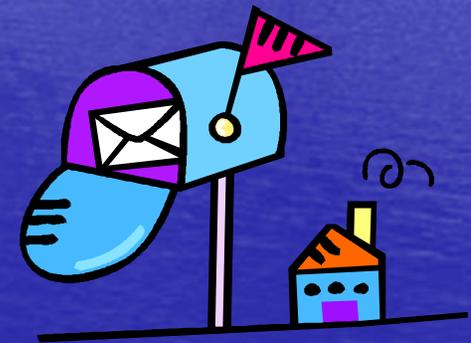
Who Must Prepare a CCR?

- Every CWS that has at least 15 service connections serving year round residents or which regularly serves at least 25 year-round residents
 - Cities
 - Towns
 - Mobile Home Parks
 - Homeowners Associations



CCR Delivery Requirements

- CWSs must mail or otherwise directly deliver one copy of the CCR to:
 - Customers on or before July 1st
 - Public Advocate
 - Primacy agency on or before July 10th



Do I have to provide a copy to every customer?

- Populations greater than 100,000 - post on internet
- Populations less than 10,000- publish in newspaper, inform customers report won't be mailed, & make reports available on request.
- Populations less than 500 – delivery not required, but must provide notice that report is available upon request.

You Must Always Submit A
Copy Of The CCR And The
Certification of Delivery To
The Office Of Drinking Water
by July 10th



Your Responsibility!

- Delaware Code, Title 16 requires that you mail a copy of your CCR to:

Public Advocate

Carvel State Office Building, 4th Floor

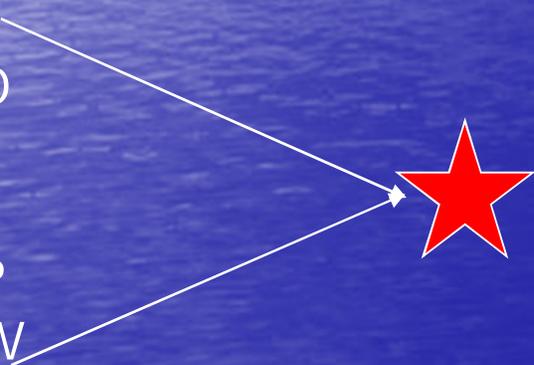
820 N. French Street

Wilmington, DE 19801

(302) 577- 5077



CCR Fact Sheet Terms

- System ID
 - PWS Type
 - Population
 - Principal County Served
 - Primary Source
 - POINTS OF CONTACT – Individuals
 - AC
 - DO
 - FC
 - EC
 - OP
 - OW
- 
- Is your E-mail address correct?

Required Content (1 of 6)

- Report title at top of document to include:
 - Name of water system
 - Complete mailing address
- PWSID Number (DE00000000)
- Month, day, year
- CCR calendar year

Required Content (2 of 6)

- State timeframe of report

ABC Mobile Home Park

123 Alphabet Drive

Dover, DE 19904

PWSID# DE0000567

June 25, 2011

(Re: Calendar Year 2010)

Required Content (3 of 6)

- *Water system information*
 - Name and phone number of contact
 - *Sources of water*
 - Type of system, name, and location of water sources
 - Availability of source water assessment
- Provided by DNREC— list your #*
- Information on significant sources of contamination, if available

Required Content (4 of 6)

- *Definitions*
 - MCL, MCLG, AL, TT, others as needed
- *Detected contaminants*
 - Use table summarizing data on detected and regulated and unregulated contaminants
 - For MCL violations—identify health effects language and explanation
 - Information on *Cryptosporidium*, radon, and other contaminants, if applicable

Required Content (5 of 6)

- *Required educational information*
 - Explanation of contaminants and their presence in drinking water
 - Warning for vulnerable populations about *Cryptosporidium*
 - Informational statements on arsenic, nitrate, and lead, if necessary

Required Content (6 of 6)

- EPA requires two statements word-for-word
 - *Drinking water, including bottled water, may reasonably
 - *Some people may be more vulnerable to contaminants
- Three (3) Modified statements
 - *The sources of drinking water (both tap and bottled water)
 - *Contaminants that may be present in source water include
 - *In order to ensure that tap water is safe to drink

Disinfection Byproducts: TTHMS

- TTHMs: list as ppb
MCL= 80 ppb

May list a combined total for all OR individually,
BUT not both!

1. Chloroform
2. Bromodichloromethane
3. Dibromochloromethane = Chlorodibromomethane
4. Bromoform

For Example:

If a CWS had one total trihalomethane (TTHM) detect above 80 ppb during the year, but the annual average was below the MCL, do they need to include the health effects statement?

Community water systems that detect TTHM above 80 parts per billion (0.80 mg/L), but below the MCL 80 parts per billion as an annual average, must include health effects language for TTHMs (CFR Section 141.154(e)).

Disinfection Byproducts: HAA5s

- HAA5s:

MCL = 60 ppb & requires Health Effects

List all results in ppb

1. Monochloroacetic acid
2. Dichloroacetic acid
3. Trichloroacetic acid
4. Monobromoacetic acid
5. Dibromoacetic acid

EXCEPTION TO RULE IS:

***BROMOCHLOROACETIC ACID—**
must be listed separately!

Add User-Friendly Terms

1 ppm is =

- One drop in 13 gallons
- One inch in 16 miles
- One second in 11.5 days

OR

1 ppb is =

- One drop in 13,000 gallons
- One second in 32 years
- One pinch of salt in 10 tons of potato chips

Major Mistakes To Avoid

- Incorrect data
- Improper delivery
- *Missing violations!!*
- Lead/copper data that does not match or is omitted
- Omitted health effects language
- Special education statements (different from health effects language)



Regulated Results Table

- Regulated table includes only detects of regulated substances
- Column headings
 - Contaminant
 - MCL and MCLG
 - Highest amount detected
 - *Violation **YES** or **NO**
 - List date & year sampled if not in 2010
 - Source of contamination

Special Cases (1 of 2)

- Total Coliform positive bacteria
 - <40 samples collected per month (allowed 1 positive). More than 1 = a violation
 - \geq 40 samples collected per month (5% of samples may be positive). If higher than 5%, list violation by percentage
 - Report the total # of positive E.coli samples detected during the year
- Lead/Copper
 - 90th percentile and number of samples exceeding AL

Special Cases (2 of 2)

- Nitrate:
 - If over 5 mg/l, requires the special education statement
- Arsenic:
 - If over 5 ppb, requires informational statement
- MTBE:
 - Delaware's MCL is 10 ppb.

Note ~ If using a federal template, MTBE will not be listed.

Results of Water Tests

Regulated Contaminants:

Contaminant	Violation Column required!	MCL	MCLG	Level Detected	Range of Detect	Sample Date	Typical Source
Total Coliform Bacteria	N	1	0	2 Aug			Present in environment
Nitrate ppm	N	10	10	5.6			Runoff
Fluoride ppm	N	2.0 ★	0.8-1.2	1.1	0.9-1.1		Water additive
Benzene ppb	N	5	0	2.3	0-2.3	2003	LUST
Lead ppb	YES	AL 15	0	16.2	2 exceeded AL		Corrosion Plumbing

Results of Water Tests

Unregulated Contaminants:

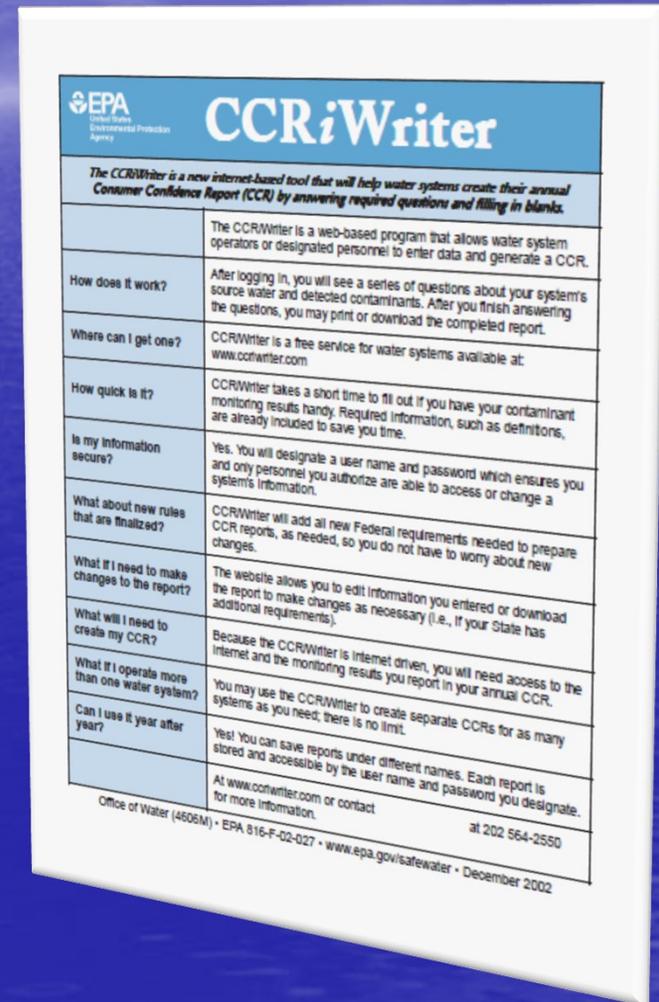
Contaminant	Suggested Limits	Level Detected
Iron	300	10
Sodium (ppm)	20	50
Alkalinity (ppm)		65
pH	6.5-8.5	7.1
Chloride (ppm)	250	53.5
Hardness (ppm)		12

Unregulated Results Table

- Report secondary standards
- Only Unregulated does not require a violation column
- No MCL-suggested limit
- Contaminant source optional

CCR*i* Writer

- YES ~ You can write your own report!
- The program asks you a series of questions about your system and detects
- Similar to using Turbo Tax or similar tax preparation software
- <http://www.ccriwriter.com>



Tips for the CCR/Writer

When finished, the program gives you the option of saving in HTML or Rich Text Format ... **SAVE IN RICH TEXT FORMAT (WORD)**

Once saved, you can manipulate a cleaner looking document and add a cover page, clip art, etc.

What if

A special test was conducted but there was no detect found

Do you list the contaminant?

YES or NO

ANSWER

A special test was conducted but there was no detect found

Do you list the contaminant?

YES

or

NO

Specials are not for compliance, so you do not need to report them on the CCR.

How would you report?

You did not test for arsenic in 2010, but you had a detect in 2009. Would you report this:

YES or NO

Answer

You did not test for arsenic in 2010, but you had a detect in 2009. Would you report this:

YES or NO

Remember to list the year of the detect, i.e. Arsenic 12 (2008)

Lead Action Level Exceedence

- Lead (pb) results were reported by the lab as 0.0159 mg. What do I do now?
- These results represent a Pb exceedence and must be reported on CCR
- PWS reported for less than 20 sites and had one exceedence result then the standard explanation for an AL exceedence must be included in the CCR

PbCu Missed Monitoring & Reporting Violations (M&R)

Do I report PbCu M&R violation on my CCR?

YES OR NO

ANSWER

Do I report PbCu M&R violation on my CCR?

YES OR NO

This is a reportable violation but is different from an AL exceedence.

Pb Action Level Exceedence Standard Explanation

Lead: Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your homes plumbing. If you are concerned about elevated lead levels in your homes water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the State Drinking Water Hotline (800) 426-4791.

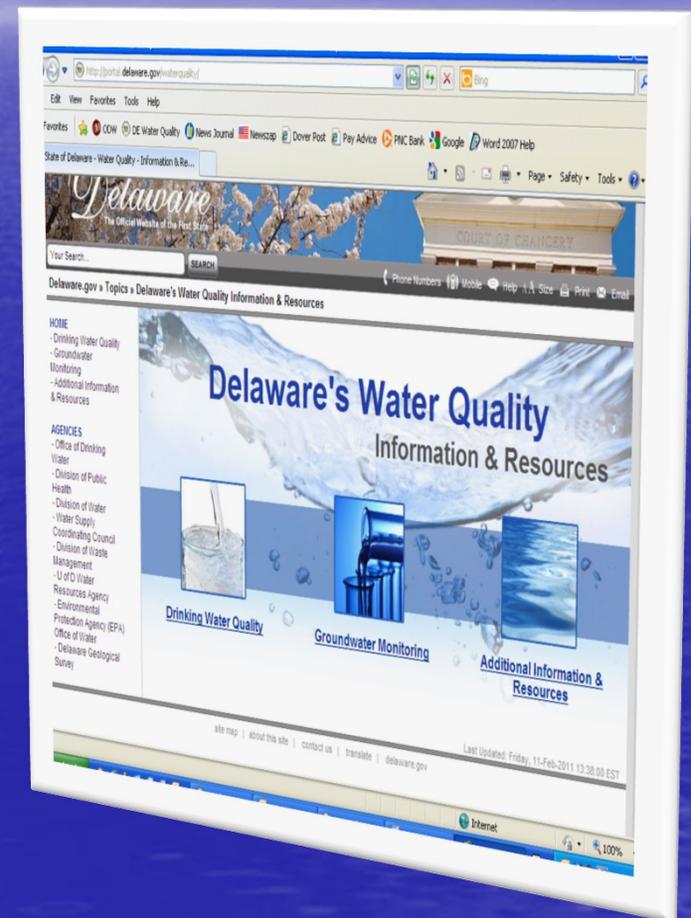


ODW DISCLAIMER

- We are here to help, but will not review reports on an individual basis prior to mailing to your customers.
- Please do not ask us to walk you through the questions as you draft your CCR. We do not have the resources to do this.

WATER QUALITY WEBSITE

- CCR's Scanned & Posted To Website
- Violation (Public) Notices
- Well Test Information
- Drinking Water Watch



www.waterquality.delaware.gov





Contact ODW at (302)741-8630

or

visit the website @
www.waterquality.delaware.gov

