



Guidelines for Preparing the Annual Drinking Water Consumer Confidence Report

Community water systems are required to deliver a Consumer Confidence Report (CCR) to their consumers by July 1 each year. The CCR is required to provide consumers with water quality and other water system information from the previous calendar year. Water systems are strongly encouraged to use the report to educate their consumers about the importance of having safe, reliable drinking water delivered to their taps and the efforts taken to protect public health. Please take this opportunity to highlight significant improvements, operational accomplishments, and other information about the value of your drinking water. This may include adding graphics/enhanced subtitles, ongoing efforts for source water protection, education on water conservation, and alternative/low irrigation landscaping efforts.

NH Administrative Rule Env-Dw 811, *Consumer Confidence Reports*, outlines specific requirements for the content and distribution of your Consumer Confidence Report (CCR). CCR templates and the CCR Certification Form can be found on the [NHDES CCR forms webpage](#) to assist in the preparation of your CCR. Using the templates and adding any text needed to meet your system's individual demands helps assure that you have included all of the required information in your CCR. Most of the text in the templates is mandatory, so you should not change or delete information without first discussing it with the Drinking Water and Groundwater Bureau (DWGB) staff.

INSTRUCTIONS – HOW TO USE THE TEMPLATES:

There are two templates on the NHDES CCR forms webpage to help you prepare your CCR: Consumer Confidence Report Brochure and Consumer Confidence Report Table. **Both are necessary for a complete CCR.** The templates contain mandatory text and will help in preparing an acceptable CCR. We have added clarity to areas of the CCR Table Template Instructions where we have seen past common mistakes. We hope this information is helpful in creating a complete and accurate report of your community water system.

CCR Brochure Template Instructions

- **Open** the **CCR Brochure** template and update with information specific to your system.
- *Italic text* are directions and should be removed after the system information is inserted.
- **BLUE text** is **mandatory** and must remain in the brochure.
- The **highlighted text** notes areas for information specific to YOUR system and **MUST** be filled in.
- Examples are included for your convenience. Delete the examples once you've entered your information.
- Delete any highlighted items that you are **NOT** using and remove any highlighting prior to distribution.
- The text in **BLACK** is included to help explain the purpose of the CCR and its contents.
 - Note: The definitions must be included in the CCR IF applicable to the content of the report.
- List the water sources (type, general location, and a brief summary of sources susceptibility to contamination) and how to obtain the system's Source Water Assessment.
 - You can find your Source Water Assessment (sorted by town) on the [NHDES website](#).
- List the names and contact information of the water system's owner and primary operator and the dates and times of any opportunities for public participation (i.e., annual/board meetings).

- **Water Systems That Add Fluoride**

For water systems that fluoridate, New Hampshire State Statute requires the following statement to be added to the text of the CCR:

"Your public water supply is fluoridated. According to the Centers for Disease Control and Prevention, if your child under the age of 6 months is exclusively consuming infant formula reconstituted with fluoridated water, there may be an increased chance of dental fluorosis. Consult your child's health care provider for more information."

CCR Table Template Instructions

- Provide information about **detected** water quality results, violations, required assessments, additional testing results, and bulk water deliveries in the report table.
- All columns are labeled at the top of every section and every page for your convenience.
- The table is not color-coded because the information is unique to each system. This table includes the regulated contaminants that **MUST** be reported IF detected.
- The table template includes mandatory text, such as Maximum Contaminant Level (MCL), units, source information, and health effects language.
- Enter the detect value in the "Level Detected" column. Your detected values must be reported as whole numbers. Please review Env-Dw 811.25, in the [Env-Dw 800 Rules](#), on how to perform the calculation to a whole number for your detected contaminants.
- The table must include water quality data from the previous testing year. If you did not monitor for a contaminant in the last year but did at some point in the last 5 years, any contaminant detections from that last test must be reported.
 - For example, if you did not sample for Inorganic Compounds (IOC) in 2021, but the most recent sample in 2018 showed a detection of arsenic, you must list that arsenic detection in the CCR.
- **Do not report non-detects.** If your system did not have a detection of any of the contaminants listed, you should delete that entire row from the table to decrease the length of the report making it easier for your customers to read.
- **Bulk Water Delivery**

If bulk water was delivered to the water system during the period covered by this CCR, you must include the following information regarding *each* delivery:

 - Source(s) of the delivered water.
 - Date(s) of delivery.
 - Total amount of water delivered (in gallons).
 - The reason(s) for the delivery.
- **Violations and Assessments**

If your water system received a violation (monitoring/reporting, public notice, MCL, Maximum Residual Disinfectant Level (MRDL), treatment technique, CCR, etc.), was required to conduct a Level 1 or Level 2 Assessment or was cited for a sanitary survey deficiency during the reporting year, you **must** report this information in the table (Env-Dw 811.10).

 - List any violation received in the past year OR violations still open from a previous year.
 - The template prompts you to enter the mandatory information:

Date of violation, clear explanation of each violation, identify how long the violation occurred and whether it continues, describe what actions were taken to correct or address the

violation, and describe potential health effects (only for MCL, MRDL, or treatment technique violations).

- Violation information is available on the [OneStop website](#). To find a list of your violations on the OneStop page, select the “V” icon at the top of the page.

- **Significant Deficiencies**

List any identified significant deficiencies there were outstanding as of December 31.

- Describe the nature of the deficiency.
- The date the deficiency was discovered.
- The plan to address the deficiency, including a schedule, progress to date and interim measures taken.

- **Lead and Copper Results**

Reporting Lead and Copper results in the CCR can be tricky, because neither have an MCL. Instead, they have an Action Level (AL), *the level at which action must be taken to address the contaminant if more than 10% of the results taken in any one monitoring round exceed the AL*. This value is calculated and identified as the 90th percentile.

- Enter the 90th percentile value AND the number of samples exceeding the AL. You will have to review the results from your **last** Lead and Copper sampling round.
- The 90th percentile value is calculated for you by the department and is available on your OneStop page.
- All values must be entered as whole numbers. For Lead multiply the value by 1000 to get *ppb*. Copper is reported as a whole number and can be entered as is in *ppm*.

- **Reporting Disinfection By-Products**

Water systems that disinfect monitor for disinfection by-products (DBP), consisting of TTHMs and HAA5s. When reporting these on their CCR, systems that disinfect **should**:

- Report the “Range” (low to high) of all results for TTHMs and HAA5s for the year.
- Report the highest Locational Running Annual Average (LRAA) calculated for TTHM and HAA5s during the calendar year.
- Report the LRAA of all monitoring locations that exceeded the MCL (this is in addition to listing any violations received).
- **DO NOT** report DBP results received as part of the chemical monitoring sampling. These results are **not** from the distribution system.

- **Monitoring of Secondary Contaminants** (i.e., Unregulated Contaminants, Secondary Fluoride, and Sodium)

All contaminants detected must be reported in your CCR, including any unregulated contaminants.

- Water systems that exceed the **Secondary Maximum Contaminant Level (SMCL) of 2.0 mg/L for Fluoride** must provide public notice to their customers annually per [Env-Dw 803.01](#). Community water systems have the option to provide this notice with their CCR. If the system chooses this option, it can either fill out and attach the Secondary Fluoride Public Notice form to the CCR or include all the required language per [Env-Dw 806.11](#) in the CCR.

Detections found as part of the Unregulated Contaminant Monitoring Rule (**UCMR 5**) also fall under this requirement. If the water system had any contaminant detections under UCMR5 or other water system study, listed in the Additional Testing table, the CCR **must**:

- List detected contaminants.
- Identify the average and range at which the contaminant was detected.
- Explain the reasons for monitoring for unregulated contaminants.

Just as a reminder that once you have completed the CCR Brochure and Table and prior to public distribution, change all the blue text to black and remove any yellow highlights for ADA compliance requirements. Print double-sided for ease of viewing and distribution.

CCR Distribution

Distribute the CCR by MAIL or DIRECT DELIVERY to ALL customers (billing units and/or service connections) and **NHDES by July 1 of each year**. Public posting is not an acceptable means of distribution. Certain electronic delivery methods are allowed and include the following to ensure each customer is notified:

- Door-to-door/ hand delivery of a paper copy.
- Mail a paper copy.
- Email CCR as an attachment.
- Email contents of the CCR as an embedded image in the email body.
- **Mail notification that the CCR is available on the website (including notice on bill or as bill insert).**
- **Email notification and direct URL to CCR (including e-bill notices).**
- Water systems serving more than 100,000 people must also post the CCR on the internet.

Water systems are also required to make a “good faith” effort to reach non-bill paying consumers. These options include, but are not limited to:

- Delivery of multiple copies to apartments, businesses, schools, nursing homes, and large private employers.
- Mail the CCR to postal patrons within the service area.
- Posting the CCR in public places.
- Publication of the CCR in local newspaper.
- Advertisement of the availability of the CCR in news media.
- Posting the CCR on the internet/social media.
- Delivery to community organizations.
- Include a note in the CCR asking recipients to share the information with non-bill paying consumers.

CCR Certification

You must certify to NHDES by July 10 of each year that the CCR was distributed in accordance with Env-Dw 811. The Certification Form and instructions can be found on the [NHDES CCR forms webpage](#). Be sure to keep copies of the CCR and certification documents on file for at least three years.

Note: Failure to submit both a copy of the CCR **and** completed CCR Certification form to NHDES by the required dates (July 1 and July 10, respectively) will result in a violation being issued to the water system.

NHDES Contacts

Submit completed CCR and Certification to dwmonitoring@des.nh.gov.

For general CCR information and questions, email dwmonitoring@des.nh.gov or call [\(603\) 271-6703](tel:6032716703).