

Consumer Confidence Report Template

How to Use the Consumer Confidence Report (CCR) Template

This CCR Template is made to be used **together** with the CCR Instruction Guide, which is available at <https://epa.ohio.gov/divisions-and-offices/drinking-and-ground-waters/public-water-systems/consumer-confidence-reports> .

The *Template* provides the required elements of the CCR and contains the full text of required language. The *Instruction Guide* has corresponding Sections to the *Template* that provide further detail on specific situations and gives examples of how to report data and violations.

The *Template* has **{bracketed phrases}** that require the community water system to insert their own information, such as name of the water system and contact information.

While much of the CCR consists of required language, each CCR will be unique to a particular community water system. The *Template* contains sections that may not apply to a particular water system, and those sections should be removed from the final CCR. For example, if a system does not have elevated nitrate or arsenic levels that would require special language or did not have any violations during the year that the CCR was written for, those references should not be in that year's CCR.

A CCR checklist is also available at

<https://epa.ohio.gov/static/Portals/28/documents/ccr/External%20CCR%20Checklist.pdf>

A short training video showing how to use the *Template* and *Instruction Guide* can be viewed online:

- Video: <https://youtu.be/XzTa3D1cFig>
- Slides: https://dam.assets.ohio.gov/image/upload/epa.ohio.gov/Portals/28/documents/ccr/2-CCR-Instruction-and-Template-Guide_slides.pdf

Section 1: Report Title

{Water System Name}
Drinking Water Consumer Confidence
Report For **{Year}**

Section 2: Introduction

The following paragraph is not required. Other preferred wording may be used. It is recommended that information concerning improvements to treatment or distribution that have been made in the past year, information of future improvements or public service information be added.

The **{Water System Name}** has prepared the following report to provide information to you, the consumer, on the quality of our drinking water. Included within this report is general health information, water quality test results, how to participate in decisions concerning your drinking water and water system contacts.

Section 3: Source Water Information

The **{Water System Name}** receives its drinking water from **{name and location of source water}**.

{Include Susceptibility Analysis Paragraph Information from Source Water Assessment here}.

Copies of the source water assessment report prepared for **{Assessed Community}** are available by contacting **{contact information}**.

Note For Template Users: A Source Water Assessment Report was prepared for your water system by Ohio EPA. The Susceptibility Paragraph in the “Susceptibility Analysis” section of that report is required to be included in your CCR every year. All surface water systems are considered susceptible to contamination. You are also required to notify consumers of the availability of the source water assessment and how to obtain a copy. If you purchase water from a wholesale provider, you must include their susceptibility paragraph.

Include the following if an auxiliary or emergency public water system interconnection is available; see instructions for limitations on the use of this paragraph:

The **{Water System Name}** also has an **{Auxiliary / Emergency / Back-up}** connection with the **{Supplier Water System Name}**. During **{year}** we used gallons from this connection over ____ days. On average, this connection is used for approximately ____ days each year. This report does not

contain information on the water quality received from the **{Supplier Water System Name}**, but a copy of their consumer confidence report can be obtained by contacting **{Supplier’s contact name and number}**.

Section 4: What are sources of contamination to drinking water? {Mandatory Language}

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include: (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife; (B) Inorganic contaminants, such as salts and metals, which can be naturally- occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming; (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses; (D) Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems; (E) Radioactive contaminants, which can be naturally- occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, USEPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Federal Environmental Protection Agency’s Safe Drinking Water Hotline (1-800-426-4791).

Section 5: Who needs to take special precautions? {Mandatory Language}

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infection. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Section 6: About your drinking water

The EPA requires regular sampling to ensure drinking water safety. The **{Water System Name}** conducted sampling for **{bacteria; inorganic; radiological; synthetic organic; volatile organic}** during **{year}**. Samples were collected for a total of **{number of different contaminants for which samples were collected}** different contaminants most of which were not detected in the **{Water System Name}** water supply. The Ohio EPA requires us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though accurate, are more than one year old.

Section 7: Monitoring & Reporting Violations & Enforcement Actions

Include the following paragraph if there were monitoring or reporting violations, public notice violations, failure to issue public education requirements, or violations of terms of an administrative order, bilateral compliance agreement, findings and orders or a judicial order.

During the month of **{month}**, **{year}**, **{Water System Name}** failed to **{monitor or report}** **{Describe monitoring or reporting violations, including the type of violation, the contaminant of concern, the time the water system remained in violation, and steps to prevent future violations}**.

If there were terms of an enforcement action (e.g., Bilateral Compliance Agreement, Director's Findings and Orders, Consent Orders, etc.) that were violated during the reporting year, include the terms of action, the deadline for meeting the term(s), and any additional steps to correct the violation or non-compliance with the enforcement action.

***NOTE: This section does NOT meet the requirements for public notice.** Please see Section 19 for information on what to include to fulfill all public notice requirements

Section 8: Table of Detected Contaminants {A Table of Detected Contaminants is Mandatory}

Listed below is information on those contaminants that were found in the {Water System Name} drinking water. A blank Excel template for the Table of Detected Contaminants can be found online at <https://epa.ohio.gov/static/Portals/28/documents/ccr/Generic-template-style-table.xlsx>

TABLE OF DETECTED CONTAMINANTS

Contaminant (units)	MCLG or MRDLG	MCL or MRDL	Level Found	Range of Detections	Violation?	Year Sampled	Typical Source of Contaminants
Radioactive Contaminants							
Inorganic Contaminants							
Synthetic Organic Contaminants, including Pesticides and Herbicides							
Volatile Organic Contaminants							
Residual Disinfectants and Disinfection Byproducts							
Lead and Copper							
Contaminant (units)	Action Level (AL)	MCLG	Individual Results over the AL	90 TH Percentile Value	Violation?	Year Sampled	Typical Source of Contaminants
Lead (ppb)							
	__ out of __ samples were found to have lead levels in excess of the lead action level of 15 ppb.						
Copper (ppm)							
	__ out of __ samples were found to have copper levels in excess of the lead action level of 1.3 ppm.						

*Include the following if Beta was detected: EPA considers 50 pCi/L to be the level of concern for beta particles.

Unregulated Contaminant Monitoring Rule (UCMR) Sampling

Systems that sample for UCMR must report detected results in a separate table. The table must include the average level found, and the range of detections for each contaminant. See Section 8, example 9, of the *Instruction Guide* for more information.

DBP Master Meter Monitoring

If your system (either wholesaler or purchaser) has triggered into the DBP master meter monitoring requirements per OAC 3745-81-24(C)(22), please see the additional required language here: <https://epa.ohio.gov/static/Portals/28/documents/ccr/DBP-MM-CCR.pdf>. More information on this can be found in Section 8 of the *Instruction Guide*.

Helpful Note

To assist in calculating the Level Found and the Range for the Table of Detected Contaminants, several worksheets have been provided on Ohio EPA's Website under "Tools and Calculators for Making a CCR Table" at: <https://epa.ohio.gov/divisions-and-offices/drinking-and-ground-waters/public-water-systems/consumer-confidence-reports>. Video Instructions on how to use the DBP and Chlorine calculators can be found under the "Trainings" tab.

The following direct links will prompt a download in Excel and will open the spreadsheet(s):

- 90th Percentile Calculator for Lead and Copper:
<https://epa.ohio.gov/static/Portals/28/documents/reporting/90thPercentileCalculation.xls>
 - Disinfection Byproducts with quarterly monitoring:
 - 2 Sites: <https://epa.ohio.gov/static/Portals/28/documents/ccr/2-Sites.xlsx>
 - 4 Sites: <https://epa.ohio.gov/static/Portals/28/documents/ccr/4-Sites.xlsx>
- Chlorine: <https://epa.ohio.gov/static/Portals/28/documents/ccr/Chlorine-Calculator.xlsx>

Section 9: Turbidity Information

Include the following if required to monitor for turbidity. If you purchase surface water, use the turbidity information provided by your wholesaler.

Turbidity is a measure of the cloudiness of water and is an indication of the effectiveness of our filtration system. The turbidity limit set by the EPA is 0.3 NTU in 95% of the samples analyzed each month and shall not exceed 1 NTU at any time. As reported above, **the {Water System Name's}** highest recorded turbidity result for {year} was **{highest recorded turbidity}** NTU and lowest monthly percentage of samples meeting the turbidity limits was **{lowest monthly % samples meeting turbidity limit}**.

Section 10: Violations with Health Effects – MCL Exceedances, Treatment Technique (TT), Contact Time (CT) Violations, and Action Level (AL) Exceedances

Include the following if a MCL, TT, filtration, or disinfection (CT) violation, or action level exceedance occurred.

The **{Water System Name}** had a **{MCL, TT, filtration, or disinfection (CT) violation or action level exceedance}** during the month(s) of **{month(s)}, {year}**. **{Obtain mandatory health effects language from the CCR Template Instruction Guide Appendix B and add it here}**. **{Water System Name}** took/is taking the following steps to correct this violation (or action level exceedance) and prevent future violations from occurring:

{Describe steps to return to compliance and to prevent future violations.}

***NOTE: This section does NOT meet the requirements for public notice.** Please see Section 19 for information on what to include to fulfill all public notice requirements

Section 11: Nitrate Educational Information

Include the following paragraph if the nitrate level is greater than 5 ppm and up to, and including, 10 ppm. If the level detected is greater than 10 ppm, include the health effects language for nitrate contained in Appendix B of the *Instruction Guide* in place of the below paragraph.

Nitrate in drinking water at levels above 10 ppm is a health risk for infants less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask advice from your health care provider.

Section 12: Arsenic Educational Information

Include the following paragraph if the arsenic level is greater than 5 ppb and up to, and including, 10 ppb. If the level detected is greater than 10 ppb, include the health effects language for arsenic contained in Appendix B of the *Instruction Guide* in place of the below paragraph.

While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the cost of removing arsenic from drinking water. EPA continues to research the health effects of low levels of

arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

Section 13: Lead Educational Information {Mandatory Language}

All CCRs must include the following paragraph:

*If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. **{Name of Water System}** is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 800-426-4791 or at <http://www.epa.gov/safewater/lead>.*

If the lead action level was exceeded, include the following additional paragraph:

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 home's plumbing. If you are concerned about elevated lead levels in your home's 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 Safe Drinking Water Hotline (1-800-426-4791).

Required Statement Regarding the Lead Service Line Inventory

If your PWS has lead, galvanized requiring replacement, or unknown line materials reported, the following language is suggested.

“Per the Lead and Copper Rules, Public Water Systems were required to develop and maintain a Service Line Inventory. A service line is the underground pipe that supplies your home or building with water. To view the Service Line Inventory, which lists the material type(s) for your location, you can visit (Insert a link to the website or physical address where the inventory is publicly accessible to be viewed).”

If your PWS has no lead, galvanized requiring replacement, or unknown line materials reported (regardless of ownership), you can provide the following statement:

“Our distribution system has no lead, galvanized requiring replacement, or lead status unknown service lines. To determine this, we used the following sources: (Insert a description of all applicable sources used in the inventory development. Must be determined using methods listed

in § 141.84 (b)(2) rule, e.g.: construction and plumbing codes, permits, historic records, visual inspections or other documentations that indicate the service line materials).”

Section 14: Cryptosporidium Information

Include the following if Cryptosporidium was detected either in the raw or finished water within the last 5 years.

{Water System Name} monitored for Cryptosporidium in the **{source water and/or treated water}** during **{year}**. Cryptosporidium was detected in **{# of raw water samples found to contain Cryptosporidium}** of **{Total # of raw water samples collected for Cryptosporidium}** collected from the source water and in **{# of finished water samples found to contain Cryptosporidium}** of **{Total # of finished water samples collected for Cryptosporidium}** collected from the treated water. Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes cryptosporidium, the most commonly used filtration methods cannot guarantee 100 percent removal. Our monitoring of source water and/or finished water indicated the presence of these organisms. Current test methods do not enable us to determine if the organisms are dead or if they are capable of causing disease. Symptoms of infection include nausea, diarrhea, and abdominal cramps.

Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people are at greater risk of developing a life-threatening illness. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

Include the following if adequate filtration equipment is not installed or is not operational or if Cryptosporidium was detected in the finished water:

The **{Water System Name}** intends to take the following actions to ensure adequate treatment for Cryptosporidium: **{Describe actions to be taken.}**

Section 15: Radon Monitoring Information

Include the following if radon was detected in the finished water within the last 5 years.

{Water System Name} monitored for radon in the finished water during **{year}**. A total of **{# collected}** samples were collected, and the average radon level was **{Average of all finished water radon sample results}** pCi/L with a detection range of **{detected range of radon samples}**. **{OR}** One sample

was collected, and the radon level was **{Radon sample result pCi/L}**. Radon is a radioactive gas that occurs naturally in some ground water. It may pose a health risk when the gas is released from water into air, as occurs during showering, bathing, or washing dishes and clothes. Radon gas released from drinking water is a relatively small part of the total radon in air. Major sources of radon gas are soil and cigarettes. Inhalation of radon gas has been linked to lung cancer; however, the effects of radon ingested in drinking water are not yet clear. If you are concerned about radon in your home, tests are available to determine the total exposure level. For additional information on how to have your home tested, call 1-800-SOS-RADON.

Note: It is recommended that the water system include any additional monitoring information that has not been reported above. Information on levels detected and any possible health risk are recommended.

Section 16: Ground Water Rule Information and Significant Deficiencies

Include the following if you received a notice of a significant deficiency or had a ground water source sample result that was fecal indicator- positive. Significant deficiency information must be included in the CCR every year until it has been corrected. Once corrected, the next report shall inform its customers of the significant deficiency, how the deficiency was corrected and the date of correction. Use the appropriate language for your situation.

*We were informed by the Ohio EPA that a significant deficiency **{list the deficiency}** had been identified on **{letter date}**. We **{are implementing/have completed}** the corrective action plan which is **{describe specific action plan}** by **{deadline}** as prescribed by the Ohio EPA.*

Violations of significant deficiencies must also be included in the CCR until the significant deficiency is corrected. Include the following if there were any violations of significant deficiencies identified for your system:

*We were informed by the Ohio EPA that a significant deficiency **{list the deficiency}** had been identified on **{letter date}**. We were directed to correct the deficiency by **{deadline}** but we failed to do so. We **{are implementing/have completed}** the corrective action plan which is **{describe specific action plan}** by **{deadline}** as prescribed by the Ohio EPA.*

If there were any Fecal indicator-positive ground water source samples, include the following information in the Table of Detected Contaminants.

Contaminant (Units)	MCLG	MCL	Value	Range of Detections	Violation?	Year Sampled	Typical Source of Contaminants
Fecal indicator (<i>E. coli</i>)	N/A	TT	Positive (<i>E.coli</i>)	N/A	No	2024	Human and animal fecal waste

Also, include the language below in the body of the report. **Mandatory language is in bold.**

On **{date}**, we were informed that one of our routine bacteria samples, collected on **{sample date}**, was total coliform positive. As required by the Ground Water Rule, we collected **{# samples}** from **{source}** for fecal contamination analysis. The **{source}** sample was positive for fecal contamination **{E. coli}**. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps and associated headaches. **Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.** In response, we sent notices to all of our customers within 24 hours of learning of this positive sample. **{Explain how the situation was or will be resolved and list the date of completion or proposed date of completion.}**

Note: A Special notice for fecal contamination must be included in your CCR every year until Ohio EPA determines the situation has been satisfactorily corrected.

Section 17: Revised Total Coliform Rule (RTCR) Information

PWSs that triggered a Level 1 or Level 2 Assessment must inform their customers of:

- a) The appropriate text (dependent on whether there is an *E. coli* MCL), listed below
- b) The number of assessments required and completed.
- c) The corrective actions required and completed.
- d) The reasons for conducting assessments and corrective actions.
- e) Whether the PWS has failed to complete any required assessments or corrective actions.
- f) The specific assessment-related definitions as appropriate

If your PWS was required to comply with the **Level 1 Assessment** requirement or a **Level 2 Assessment** that was **not due to an *E. coli* MCL violation**, the PWS shall include the following text in the report, as applicable, filling in the blanks accordingly:

- a) "Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify problems and to correct any problems that were found during these assessments."
- b) "During the past year we were required to conduct **{insert number of level one assessments}** level one assessments. **{insert number of level one assessments}** level one assessments

were completed. In addition, we were required to take **{insert number of corrective actions}** corrective actions and we completed **{insert number of corrective actions}** of these actions.

- c) “During the past year **{insert number of level two assessments}** level two assessments were required to be completed for our water system. **{insert number of level two assessments}** level two assessments were completed. In addition, we were required to take **{insert number of corrective actions}** corrective actions and we completed **{insert number of corrective actions}** of these actions.”

If the PWS was required to conduct a **Level 2 Assessment due to an *E. coli* MCL violation**, the PWS shall include in the report the following text, filling in the blanks accordingly:

- a) “*E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches or other symptoms. They may pose a greater health risk for infants, young children, the elderly and people with severely compromised immune systems. We found *E. coli* bacteria, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify problems and to correct any problems that were found during these assessments.”
- b) “We were required to complete a level two assessment because we found *E. coli* in our water system. In addition, we were required to take **{insert number of corrective actions}** corrective actions and we completed **{insert number of corrective actions}** of these actions.”

A PWS that must conduct a Level 1 or Level 2 Assessment must include the specific assessment-related definitions in their CCR, as appropriate (see Section 21 of this *Template* or the *Instruction Guide*).

RTCR VIOLATIONS:

A PWS that detects *E. coli* and has violated the *E. coli* MCL, must include one or more of the following statements to describe the noncompliance, as applicable:

- We had an *E. coli*-positive repeat sample following a total coliform-positive routine sample.
- We had a total coliform-positive repeat sample following an *E. coli*-positive routine sample.
- We failed to take all required repeat samples following an *E. coli*-positive routine sample.
- We failed to test for *E. coli* when a repeat sample tested positive for total coliform.

If a PWS detects *E. coli* and has not violated the *E. coli* MCL, in addition to completing the Table of Detected Contaminants as described in Section 8 of this document, the system may include a statement that explains that although they have detected *E. coli*, they are not in violation of the *E. coli* MCL.

Any system that has failed to complete all the required Level 1 or Level 2 Assessments or correct all identified significant deficiencies, is in violation of the treatment technique requirement and must also include one or both of the following statements, as applicable:

- "We failed to conduct the required assessment."
- "We failed to correct all significant deficiencies that were identified during the assessment that we conducted."

Section 18: License to Operate (LTO) Status Information {Mandatory Information}

One of four possible situations describes the status of an LTO. It must be included in the report.

If you were issued an unconditioned LTO, include a statement similar to the following:

- In **{year}** we had an unconditioned license to operate our water system.

If you were issued a conditioned LTO for a situation where there are ongoing conditions or violations that continue to need to be met. Include statements similar to the following:

- In **{year}** we had a conditioned license to operate our public water system. The conditions require us to address ongoing violations. For more information on these violations, contact **{name and phone number}**.

If you were issued a red sign where the license was revoked or suspended. Include statements similar to the following:

- Our license to operate this public water system was suspended/revoked in **{year}** based on ongoing violations. Until we address our violations and obtain a license to operate from the Ohio EPA, we are prohibited to operate this public water system. For more information on all of our violations, contact **{name and phone number}**.

If you failed to pay the LTO, statements similar to the following must be included:

- We did not have a current license to operate in **{year}** as required by the Ohio EPA. We plan to pay the fee as soon as possible. To prevent this from happening in the future, we plan to pay the fee immediately upon request from the Ohio EPA.

Section 19: Public Notice

If you choose to include a public notice from a monitoring violation in your CCR in lieu of issuing the public notice separately, the following information must be included and noted on your Certification Form in Section 5. To ensure that the PN is reviewed timely, please copy the person that issued the violation letter when the CCR package is submitted to Ohio EPA. Note that all required public notice

components for monitoring violations are provided in the Ohio EPA violation letter and template public notice. Ohio EPA recommends including the public notice provided with the notice of violation in its entirety, or the exact language, in the CCR to ensure that all requirements are satisfied.

- a. Standard language for monitoring and testing procedure violations, including the language necessary to fill in the blanks:

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During **{compliance period}**, we (did not monitor or test {or} did not complete all monitoring or testing) for **{contaminant(s)}** and therefore cannot be sure of the quality of your drinking water during that time.

- b. For fluoride secondary MCLs, and if applicable, include potential adverse health effects from the violation, including standard health effects language, (See Instruction Guide - Appendix B);
- c. The population at risk, including subpopulations particularly vulnerable if exposed to the contaminant in the drinking water.
- d. Whether alternative water supplies should be used; what actions consumers should take, including when they should seek medical help, if known; what the system is doing to correct the violation or situation.
- e. When the water system expects to return to compliance or resolve the situation.
- f. The name, business address, and phone number of the water system owner, operator, or designee of the public water system as a source of additional information concerning the notice.
- g. A statement to encourage the notice recipient to distribute the public notice to other persons served, using the following standard language:

"Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail."

Section 20: Public Participation and Contact Information {Mandatory Information}

How do I participate in decisions concerning my drinking water?

Public participation and comment are encouraged at regular meetings of **{Governing body}** which meets **{Meeting schedule for the next year.}** For more information on your drinking water contact **{Water system contact person}** at **{Phone #}**.

OR

While we do not hold regular meetings, customers are encouraged to participate by contacting **{Water system contact person}** at **{Phone #}**.

Section 21: Definitions of some terms contained within this report.

{Mandatory Definitions}

- **Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **Maximum Contaminant Level (MCL):** The highest level of contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- **Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **Maximum Residual Disinfectant Level Goal (MRDLG):** The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Definitions Required if term is used within the CCR. {Required if used within CCR}

- **Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.
- **Contact Time (CT)** means the mathematical product of a “residual disinfectant concentration” (C), which is determined before or at the first customer, and the corresponding “disinfectant contact time” (T).

- **Microcystins:** Liver toxins produced by a number of cyanobacteria. Total microcystins are the sum of all the variants/congeners (forms) of the cyanotoxin microcystin.
- **Cyanobacteria:** Photosynthesizing bacteria, also called blue-green algae, which naturally occur in marine and freshwater ecosystems, and may produce cyanotoxins, which at sufficiently high concentrations can pose a risk to public health.
- **Cyanotoxin:** Toxin produced by cyanobacteria. These toxins include liver toxins, nerve toxins, and skin toxins. Also sometimes referred to as “algal toxin”.
- **Level 1 Assessment** is a study of the water system to identify the potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
- **Level 2 Assessment** is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.
- **PFAS:** Per- and polyfluoroalkyl substances (PFAS) are a group of man-made chemicals applied to many industrial, commercial and consumer products to make them waterproof, stain resistant, or nonstick. PFAS are also used in products like cosmetics, fast food packaging, and a type of firefighting foam called aqueous film forming foam (AFFF) which are used mainly on large spills of flammable liquids, such as jet fuel. PFAS are classified as contaminants of emerging concern, meaning that research into the harm they may cause to human health is still ongoing.
- **Master Meter (MM):** A master meter is one that connects a wholesale public water system to consecutive public water system(s). This type of meter monitors the amount of water being sent to the consecutive system(s) and can also be used to determine the quality of water being delivered to the consecutive system(s).
- **Parts per Million (ppm) or Milligrams per Liter (mg/L)** are units of measure for concentration of a contaminant. A part per million corresponds to one second in a little over 11.5 days.
- **Parts per Billion (ppb) or Micrograms per Liter (µg/L)** are units of measure for concentration of a contaminant. A part per billion corresponds to one second in 31.7 years.
- **The “<” symbol:** A symbol which means less than. A result of <5 means that the lowest level that could be detected was 5 and the contaminant in that sample was not detected.
- **Picocuries per liter (pCi/L):** A common measure of radioactivity.