

FRWA / FDEP

CCR Template Instructions and Template

For CCRs due July 1, 2012

**Drinking Water Section
Florida Department of Environmental Protection
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Instructions for Completing Your Consumer Confidence Report Using the FRWA/FDEP Template

Reference documents:

- 1) *Code of Federal Regulations (CFR)*, Title 40, Part 141, Subpart O, Sections 151 through 155, July 1, 2010.
- 2) *Revised State Implementation Guidance for the Consumer Confidence Report (CCR) Rule*, United States Environmental Protection Agency, EPA 816-R-09-010, January 2010.
- 3) *Preparing Your Drinking Water Consumer Confidence Report, Guidance for Water Suppliers*, 2nd Revision, United States Environmental Protection Agency, EPA 816-R-09-011, April 2010.
- 4) State rules and CCR certification forms: 62-550.824, 62-555.900(19), and 62-555.900(21), F.A.C.
- 5) *Writing Consumer Confidence Reports - Training For Community Water Systems*, March–April 1999, Florida Department of Environmental Protection, Approved County Public Health Departments, and Florida Rural Water Association.
- 6) Consumer Confidence Reports Articles, November 2004, Safe Drinking Water Trust eBulletin, <http://bulletin.crg.org/>, (enter CCR as search term).

Important Points

This template is an edited version of a National Rural Water Association template. It has been edited by the Florida Department of Environmental Protection (FDEP), Drinking Water Section, with the assistance of the Florida Rural Water Association (FRWA). The editing was performed in order to make it specific to Florida's drinking water rules.

This template is available at the FRWA web site: <http://www.frwa.net>.

This template is designed to aid in creating your Consumer Confidence Report (CCR). If all instructions in the template are correctly followed, a CCR that is acceptable to FDEP should be produced.

The structure of the template allows either manual editing in hard copy form or computer-assisted editing using word processing software. It is available on the FRWA Internet site.

The template often provides several choices; you should make your selection(s), then delete the selection headings and language that you do not use, or that do not apply to your utility. If you are not using a word processor, you may wish to cut, paste, manually type, and photocopy in order to produce your final report. *Text in grey font is for reference purposes. It is not necessary to print the grey text in your CCR report unless the information is needed. Be sure to proofread your report to ensure that all non-appropriate language and section headings have been deleted before publishing!*

This template is designed to enable you to prepare your report as quickly and easily as possible. Therefore, the template does not present certain options that are acceptable but that may be significantly time consuming to the user.

Important: Be sure to read every non-optional section of the template, read all instructions, and take the appropriate action as referenced by those sections. The sections indicated as optional are optional to read and/or use. Therefore, it is not necessary to read those sections; however, *it is recommended that you read every section!*

If you have questions about the template, the federal regulations, or state rules, please contact your FDEP District, DOH County, or FDEP-Tallahassee representative.

Note: Consider carefully what you wish to say. How you say something to your customers is as important as what you say. Take advantage of the CCR regulations to put forth a positive public relations image of your system, the quality of the product you serve, and the professionalism of your board and personnel.

Report delivery and record-keeping requirements

General requirements applying to all CWSs:

1) Period covered by the report: The report due to customers on July 1 must be based on analytical results obtained from January 1 through December 31 of the previous year, with the following exception: Those analytes for which the period of the most recent year's worth of results ends before December 31 will be reported in the CCR as directed in Section 7 of the template and instructions.

2) Report due dates:

Retailers: The report is due to customers by July 1 annually. Unless a system has met the eligibility requirements listed below for waiving the mailing requirement (mailing waiver) that is available to systems serving fewer than 10,000, a system must mail or otherwise directly deliver one copy of its CCR to each billing customer.

Wholesalers: Wholesalers must deliver the applicable information to the buyer system no later than April 1 annually, or on a date mutually agreed upon by the seller and the purchaser, and specifically included in a contract between the parties.

3) Certification of Delivery of Delivery Forms:

Form 62-555.900(19), F.A.C., Certification of Delivery of Consumer Confidence Report. All CWSs must complete and submit the Certification of Delivery of Consumer Confidence Report form to FDEP annually by August 10.

Form 62-555.900(21), Certification of Delivery of Consumer Confidence Information to Supplied Systems. All wholesalers must complete and submit the Certification of Delivery of Consumer Confidence Information to Supplied Systems to FDEP by April 10 or within 10 days after the required information is due to the retailer.

4) Delivery to FDEP: All CWSs must deliver the report to FDEP no later than the date the system is required to distribute its report to its customers.

5) Delivery of informational copies of the CCR to other agencies: CWSs regulated by the Florida Public Service Commission must deliver to them a copy of their CCR not later than the date the system is required to distribute its report to its customers. CWSs must deliver a copy to their local county health department no later than the date the system is required to distribute its report to its customers.

6) Each CWS must make its CCRs available to the public upon request.

7) Each CWS must retain copies of its CCRs for at least three years.

Additional requirements (use if applicable):

Delivery requirements for systems that supply water to other systems (wholesalers):

- 1) Provide the buyer system with your CCR, or
- 2) Provide the buyer system with the appropriate information, enabling the buyer system to produce its own CCR.
- 3) Complete Form 62-555.900(21), F.A.C., Certification of Delivery of Consumer Confidence Information to Supplied Systems, and submit it to the FDEP by April 10 or within 10 days after the required information is due to the retailer (see the form's General Directions for details.)
- 4) Wholesalers need not deliver a formal CCR to a buyer system if the wholesalers have furnished the required consumer confidence information to the buyer system by the date that the required information is due to the retailer.

Delivery requirements for retailer CWSs serving populations of 100,000 or more:

In addition to mailing or otherwise directly delivering one copy of your CCR to each billing customer, post your current year's CCR on a publicly accessible web site and provide FDEP with information on the appropriate Internet link(s) to your CCR using Form 62-555.900(19).

Delivery requirements for retailer CWSs serving populations of less than 10,000:

- 1) The mailing waiver which will be applicable to your system for the CCR due in July provided that your system has not had any MCL or M/R violations, nor has been issued either a formal NOV, Consent Order, Administrative Order, or a court ordered civil action during the previous calendar year.
- 2) The mailing waiver will be applicable to your system for subsequent reports if your system has not had any MCL or M/R violations, nor has been issued either a formal NOV, Consent Order, Administrative Order, or a court ordered civil action during the year covered by the corresponding year's CCR.
- 3) If the mailing waiver is applicable and you do not mail or directly deliver the reports, you must publish the report in one or more local newspapers serving the area in which the system is located at least once no later than July 1 annually, and inform your customers prior to the newspaper publication date that the reports will not be mailed.
- 4) Make a "good faith" effort to reach those consumers who drink your water but do not receive water bills.

Delivery requirements for retailer CWSs serving populations of less than 500:

You may choose one of the following three bulleted options.

- You may mail or otherwise directly deliver your CCR to each customer and make a good-faith effort to reach those customers who drink your water but do not receive water bills, or
- If you are eligible for a mailing waiver and you elect not to mail or directly deliver the reports, you may follow steps 3 and 4 under “Delivery Requirements for Retailer CWSs Serving Populations of Less than 10,000,” or
- If you are eligible for a mailing waiver and you elect not to mail or directly deliver the reports, you may post a notice in a publicly accessible location for no less than 30 days beginning no later than July 1 saying that the CCR will not be delivered but is available upon request. Also you would be required to make a good-faith effort to reach those consumers who drink your water but do not receive water bills.

Section 1 Instructions – Title (page 2 of Template)

In this section, you have a great opportunity to set a positive tone for the entire report. Remember, when deciding on a title for your report, keep in mind that the title will be the first impression your customers will have of the report and perhaps even of your utility! When customers or even the media mention the report, they will use the name you have given it.

The Environmental Protection Agency (EPA) recommends:

Systems should be cautious about making unqualified assertions about the safety of their water. Blanket statements such as “your tap water is safe” may be true for many people drinking the water, but not for members of vulnerable populations such as infants, people undergoing chemotherapy, or people with HIV/AIDS. Therefore, EPA suggests that systems be cautious in using the word “**safe**” and make sure that the required warning statements for vulnerable populations are clearly highlighted in the report. (EPA State Implementation Guidance for the Consumer Confidence Report [CCR] Rule, August 1999, p. F-7.)

Section 2 Instructions - Water Source, Source Plans and Treatment (page 2 of Template)

Step 1: Introduction: Your introduction is very important. You may wish to use the language provided in the template to introduce the reader to your utility, or you may also write your own text. Please keep in mind that this may be the first time many of your customers have read anything describing your utility.

Step 2: Source Information: The federal regulations require you to provide the type and source of the water supply. For example: Ground water from the Floridan Aquifer at a depth of 240’.

Step 3: Source Water Assessments: If you have obtained a source water assessment by the FDEP and/or an entity other than the FDEP, you must include a statement informing the consumers of the availability of the information, the means to obtain it, and the year the assessment was completed. Where applicable, the total number of potential contaminant source(s) identified for your system, and the corresponding susceptibility level(s) should be included in the report. Suggested text options for the following scenarios include:

- a. No assessment has been published on the official website.

FDEP conducted a statewide assessment of public drinking water systems beginning in 2004, however, the assessment of your system may not have been published on the official website. The following is an example of such a case: *“The FDEP began conducting statewide assessments of public drinking water systems in 2004. To date, no assessment of this system has been published on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp.”*

- b. An assessment was completed in 2004 (or thereafter) and no potential sources of contamination were identified.

FDEP conducted a statewide assessment of public drinking water systems beginning in 2004. Assessment results were mailed to the public drinking water systems and posted on the FDEP SWAPP website. If you have obtained a source water assessment by the FDEP, you must include a statement informing the consumers of the year the assessment was completed, the availability of the information and the means to obtain it. No potential sources of contamination were identified in the assessment. The FDEP HQ SWAPP representative has approved the following text: *“In (insert year here) the Department of Environmental Protection performed a Source Water Assessment on our system and a search of the data sources indicated no potential sources of contamination near our wells. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp.”*

- c. An assessment was completed in 2004 (or thereafter) and potential sources of contamination were identified in the assessment area of the system wells or surface water intakes.

FDEP conducted a statewide assessment of public drinking water systems beginning in 2004. Assessment results were mailed to the public drinking water systems and posted on the FDEP SWAPP website. If you have obtained a source water assessment by the FDEP, you must include a statement informing the consumers of the year the assessment was completed, the availability of the information and the means to obtain it. The total number of contaminant source(s) identified for your system, and the corresponding susceptibility level(s) should be included in the report. The statement can also contain any information you may wish to provide about wellhead or source water protection programs in place to protect the water source. You may also wish to include information about monitoring programs.

The following is an example statement for a **ground water system**: “*In (insert year here) the Florida Department of Environmental Protection performed a Source Water Assessment on our system. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. There is (are) (insert total number here) potential source(s) of contamination identified for this system with (a) (insert susceptibility level or range here) susceptibility level(s). The assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp or they can be obtained from (insert system contact information).*” Note: Include only the number of sources of possible contamination, not the number of facilities that might be affected by these sources.

The following is an example statement for a **surface water system**: “*In (insert year here) the Florida Department of Environmental Protection performed a Source Water Assessment on our system. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our surface water intakes. The surface water system is considered to be at high risk because of the many potential sources of contamination present in the assessment area. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp or they can be obtained from (insert system contact information).*”

The following is an example statement for a **consecutive system**: “*In (insert year here) the Florida Department of Environmental Protection performed a Source Water Assessment for (insert the name of your provider). The assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp or they can be obtained from (insert system contact information).*”

Step 4: For systems determined to be UDI only: An example of such information in a CCR: *Our system has five wells. Well #2 has been determined by the FDEP to be under the direct influence of surface water. We are taking remedial action by adding filtration to our treatment process, which is designed to ensure that the treated water continues to meet state and federal standards.*

Step 5: An example of a description of all major water treatment processes for a hypothetical system is: *Our water is obtained from ground water sources and is chlorinated for disinfection purposes and then fluoridated for dental health purposes.*

Section 3 Instructions - Basic Statement of Compliance (page 3 of Template)

You may wish to use one of the examples provided in section 3 of the CCR template, or you may wish to write your own statement instead.

If available, include a quote from a public official (Mayor, Board President or Manager) about your drinking water.

Section 4 Instructions - Contact Information (Page 4 of Template)

The regulations require that the telephone number of the owner, operator or designee be included along with the time and place of regularly scheduled board meetings. If you do not normally have meetings, you are not required to schedule and publicize them.

Your system should offer to answer any questions itself. If a customer is confused or misinformed, give your utility the opportunity to clarify things. Don't leave it up to chance.

You should also inform your customers that they can obtain additional information from EPA at their Safe drinking Water Hotline (800-426-4791).

Section 5 Instructions - Period Covered by Report (page 4 of Template)

Refer to the template. For information on reporting results obtained before the period the report covers, refer to Section 7 of the instructions.

Section 6 Instructions - Terms and Abbreviations (page 4 of Template)

Refer to the template.

Section 7 Instructions - Water Quality Results (page 6 of Template)

Note: More detailed instructions on preparing the contaminant tables, including examples of how to report results in the contaminant tables, are found in reference source number 5, *Writing Consumer Confidence Reports*.

Introduction/Overview:

There are two test results tables in the template: a Secondary Contaminants Table and a Non-Secondary Contaminants Table. Each contaminant listed in the blank test results tables in the template is subject to CCR reporting requirements.

Non-secondary contaminants: If you had any detections of contaminants listed in the Non-Secondary Contaminants Table during the appropriate time period, you will be required to have entries for the detected contaminants in the Non-Secondary Contaminants Table.

Secondary contaminants: If you had any results where the highest single sample result was over the MCL during the appropriate time period, you will be required to have entries for the detected contaminants in the Secondary Contaminants Table.

After entering information into your table, you will delete rows for those contaminants that need not be reported. ***It is important that you do NOT include contaminants in this contaminant table that need not be reported!*** Listing these might make the table unwieldy, would only serve to confuse the consumer, and would contradict state rules.

When non-detected contaminants are reported in the CCR, they must be included in a separate table with appropriate conversions and explanations.

Step (1) - Be aware of considerations relating to the number of hydraulically independent distribution systems fed by different raw water sources.

- The template instructions are geared toward systems that do not have more than one hydraulically independent distribution system. If your system has more than one hydraulically independent system fed by different raw water sources, you can still use the template and instructions, except you will need to produce more than one CCR (one for each service area), or produce a CCR with additional columns in the contaminant results tables corresponding to the service areas, or produce a CCR with separate tables for the separate service areas.
- When reporting for more than one plant, it is acceptable to change the order of the columns to make the table easier to read.
- When gathering and evaluating data for more than one hydraulically separate distribution system fed by different raw water sources, keep your analytical data separate by distribution system. A detection of, say, mercury, in service area #1 is not reported under service area #2.
- If the system gets or purchases less than 10% of their water from an alternative source they need not include an additional Detected Contaminants Table or Column for that other source or sources.

Step (2) - Gather data subject to reporting

a. Which contaminants:

Compliance monitoring of finished water for the following contaminants is subject to CCR reporting requirements. These contaminants are listed in the Secondary and Non-Secondary Contaminants Tables in the template.

- Total coliform, fecal coliform, E. Coli, and fecal indicators (enterococci or coliphage),
- Turbidity (surface water/subpart H systems only),
- Radioactive contaminants,
- Inorganic contaminants,
- Lead and copper according to 40 CFR §141, Subpart I, Control of Lead and Copper,
- Synthetic organic contaminants including pesticides and herbicides,
- Volatile organic contaminants (VOCs),
- Secondary contaminants except pH, ethylbenzene (odor), toluene (odor), and xylenes (odor), and
- Contaminants subject to monitoring under the Stage 1 Disinfectant/Disinfection Byproducts Regulations
- Acrylamide and epichlorohydrin (if system adds either as part of its operation).

Also, the following contaminants are subject to CCR reporting requirements:

- Unregulated contaminants monitored under 40 CFR 141.40, and
- Disinfection by-products or microbial contaminants for which monitoring is required per 40 CFR 141.142 and 141.143 except Cryptosporidium (141.142 and 141.143 are Information Collection Rule (ICR) requirements).

b. Which time periods

Compliance monitoring data:

- The data consists of the most recent year's compliance monitoring results. The most recent acceptable date is the last day of the calendar year preceding the year in which the CCR is due. For example, the CCR due to the customers in July 2012 will be based on analytical results obtained 1/1/11 through 12/31/11 with the following exception: for those analytes for which the period of the most recent year's worth of results ends before 12/31/11, report the most recent year's worth of results.
- Results older than five years need not be reported.

Unregulated data:

- The most recent year's worth of monitoring data with the most recent acceptable date being the last day of the calendar year preceding the year in which the CCR is due.
- Do not use the data if you have already reported on these same results in a previous CCR.

Step (3) - Determine contaminants to be reported

- Non-secondary contaminants: Those contaminants for which there were any detections during the appropriate time period will have an entry in the non-secondary contaminants table. This is all the contaminants from the list in Step 2.a. above except secondary contaminants.
- Secondary contaminants: Secondary contaminants for which the highest single sample result was over the MCL will have an entry in the secondary contaminants table.
- When non-detected contaminants are reported in the CCR, they must be included in a separate table with appropriate conversions and explanations.

Step (4) - For each contaminant to be reported, determine what analytical results to enter in the contaminant tables.

Table of Instructions of What Results to Enter in the Tables of Analytical Results		
Contaminant	Federal Citation from CCR Regulations	Instructions
Total coliform	141.153(d)(4)(vii)	For systems collecting fewer than 40 samples per month: the highest monthly number of positive samples. For systems collecting at least 40 samples per month: the highest monthly percentage of positive samples. When reporting total coliform results in the contaminant table, choose one of the above two options, which are listed in the MCL column.
Fecal coliform/E. Coli in the distribution system (positive samples)	141.153(d)(4)(viii)	The total number of positive samples for the year.
Fecal Indicator - <i>E. coli</i> at the ground water source (positive samples)	141.153(d)(4)(viii); 141.153(h)(6)(i); 141, Subpt. O, App. A	The total number of fecal-indicator positive ground water source samples for the year (which include both triggered source water samples and assessment source water samples) must

		be reported and special notice language for the Ground Water Rule (refer to Section 9 Instructions) must be provided.
Fecal Indicator - enterococci/coliphage (positive samples) at the ground water source	141.153(d)(4)(viii); 141.153(h)(6)(i); 141, Subpt. O, App. A	The total number of fecal-indicator positive ground water source samples for the year (which include both triggered source water samples and assessment source water samples) must be reported and special notice language for the Ground Water Rule (refer to Section 9 Instructions) must be provided.
Turbidity	141.153(d)(4)(v)(C) and amendments	<p>Applies to surface water systems and groundwater under the direct influence of surface water (UDI) systems only. The highest single measurement and the lowest monthly percentage of samples meeting the turbidity limits specified in 141.73 or 141.173 for the filtration technology being used.</p> <p>The result in the lowest monthly percentage column of the contaminant table is the lowest monthly percentage of samples meeting the turbidity limits reported in the Monthly Operating Report (MOR).</p>

Radioactive contaminants Inorganic contaminants (Note 1) Synthetic organic contaminants including pesticides and herbicides Volatile organic contaminants (VOCs)	141.153(d)(4)(iv)(A)	When compliance with the MCL is determined annually or less frequently: The highest detected level at any sampling point and the range of detected levels. The table is not to include contaminant results that are detected below the RDL (except when necessary for the Range of Results). These are considered to be “ND”. This applies to contaminant results below an RDL. The RDLs for radioactive contaminants can be found in Ch 62-550.310(6)(c), F.A.C. The RDLs for synthetic organic contaminants are shown in Ch 62-550, Table 5, F.A.C. The RDL for all volatile organic contaminants (VOCs) is 0.0005 mg/L as shown in 62-550.310(4)(a), F.A.C. There are not any RDLs for inorganic contaminants.
Same as above	141.153(d)(4)(iv)(B)	When compliance with the MCL is determined by calculating a running annual average of all samples taken at a sampling point, such as quarterly monitoring: The highest average of any of the sampling points and the range of all sampling points.
Stage 1 D/DBP Contaminants - THMs, HAA5s, Chlorine, Chloramines, or Bromate	141.153(d)(4)(iv)(C)	Depending on the number of quarters of data that you have, report the highest quarterly running annual average, or the annual average, or the annual average of the quarterly average, and the range of results at the individual sampling sites. See note below this table.
Stage 1 D/DBP - Chlorine Dioxide		Refer to template Section 7 - Non Secondary Contaminants Table.
Stage 1 D/DBP - Chlorite		Refer to template Section 7 - Non Secondary Contaminants Table.
Stage 1 D/DBP - TOC (Note 4)		Refer to TOC instructions below.
Lead and copper according to 40 CFR §141, Subpart I, Control of Lead and Copper	141.153(d)(4)(vi)	The 90th percentile value of the most recent round of sampling and the number of sampling sites exceeding the

(Note 2)		action level.
Acrylamide and epichlorohydrin	141.153(d)(4)(iii)	Only report in the table if 1) the required certifications were not submitted, OR 2) the treatment technique was violated because the water treatment chemicals or dosage used by the system exceed the allowable limit for either epichlorohydrin or acrylamide.
Unregulated contaminants	141.153(d)(7)	Average and range of detection.
Secondary contaminants except pH, ethylbenzene (odor), toluene (odor), and xylenes (odor).		Report the highest single sample result and the range of results. <i>Reminder: Do not report secondary results, unless the highest single sample result was over the MCL.</i>

Note 1 Inorganics: antimony, arsenic, asbestos, barium, beryllium, cadmium, chromium, cyanide, fluoride, lead (point of entry), mercury, nickel, nitrate, nitrite, selenium, sodium, thallium.

Note 2: Reminder: Lead and copper results do not need to be reported, if the 90th percentile result was below detection.

Note 3: Compliance monitoring under Stage 1 D/DBP started in 2002 or 2004, depending on system characteristics. Thus the data of many systems will correspond to the CCR requirement of reporting the highest quarterly running annual average. If your system is so new that it does not have sufficient data to report the highest quarterly running annual average obtained during the appropriate year and/or if 141.153(d)(4)(iv)(C) does not apply to your data, please contact your FDEP office for information on how to report your results.

Note 4: TOC - These instructions apply to most water systems monitoring for TOC. If your data does not fit these instructions, please contact the FDEP for instructions.

The monthly TOC removal ratio is calculated as the ratio between the actual TOC removal and the TOC rule removal requirements. Subpart H CWSs serving 10,000 or more and subject to TOC reporting, reported the lowest annual average TOC removal ratio in CCRs that were due in 2005 and thereafter. In the results table, select the column header “Lowest Annual Average Monthly Removal Ratio.” Enter the lowest monthly removal ratio and the highest monthly removal ratio in the range column for the CCR due in 2005 and thereafter.

Systems reporting raw water TOC at less than 2.0 ppm are in compliance with the D/DBP Rule for TOC Removal and do not have to compute a removal ratio since they are not required to remove TOC. They fit the 40 CFR 141.135(a)(2)(i) Alternative Compliance Criteria for Enhanced Coagulation. Such systems are measuring TOC, so they have to report it in their CCR using the Table Format shown in the CCR Template.

Note 5: Calculations of the TOC percent removal when the water treatment plant (WTP) has been off-line for a period of time, per 141.132(d), a WTP should have removal ratio data for every month that the WTP is in service, even if it is in service for only part of the month. For instance, a WTP that was out of service for the second half of January and the whole month of February would calculate compliance in December by using data from January and March to December. For the CCR due this year, the lowest RAA of monthly removal ratios, computed quarterly for the 1st, 2nd, 3rd, and 4th quarters of last year would be reported in the 4th column of the CCR template, and the range of monthly removal ratios for last year in the 5th column of the template.

Step (5) - Enter the appropriate information from Step (4) in the contaminant table.

- a. *Do not enter non-required information, such as non-detected contaminant information, in the table.*
- b.
 - For all contaminants except secondary and unregulated contaminants, enter the results in CCR units. The CCR units are the units in parentheses adjacent to the contaminant names in the blank contaminant tables. The CCR units are the units for which the MCL is greater than or equal to 1.0. When rounding of results to determine compliance with the MCL is allowed by the rules or regulations, rounding should be done before converting the units to CCR units.
 - Secondary and unregulated contaminants may be entered in units of your choice, but it is recommended that you use the compliance units provided in the blank contaminant tables.
- c. Use the text provided in the blank table, or insert text outside the table as appropriate to indicate what the data represents for each contaminant. For instance, “level detected” is the highest average.
- d. Indicate any MCL, TT, MRDL, or AL violations by writing “Y” or “Yes” in the “violation Y/N” column. **Do not alter any column headings.**
- e. In the source of contamination column, you should use specific information about the source of the contaminant when available. If you are uncertain of a contaminant’s source, you must include one or more of the typical sources most applicable to your situation. The language provided in the template’s Test Results Table is from the federal CCR regulations (except for state-specific contaminants language found in FDEP’s rules). It lists one or more of the typical sources of such contamination.
- f. Enter the dates of sampling in the appropriate column. Examples are: 1/10 - 12/10; or 11/10.
- g. To report total coliform results, choose one of the two passages in the MCL column of the table of results, depending on how many samples your system takes per month. Delete the passage that doesn’t apply.

Step (6) - Do not mix secondary contaminant entries into the Non-Secondary Contaminants Table and vice versa.

The Secondary Contaminants Table must remain separate from the Non-Secondary Contaminants Table.

Step (7) - Note regarding “No Detection (ND)”

ND does not mean zero, and zero shall not be used instead of ND where ND is the intended meaning. ND may be used in the Non-Secondary Contaminants Table or the Secondary Contaminants Table only when:

- a. reporting the lower limit of a range of analytical results or
- b. reporting the level detected for systems with multiple hydraulically independent distribution systems and separate columns for each service area.

When non-detected contaminants are reported in the CCR, they must be included in a separate table with appropriate conversions and explanations.

Step (8) - Delete the rows in the contaminant table(s) for which there were no entries.

If you wish to let the reader know that your system tested for and did not find certain contaminants, you must place this information outside of the Secondary and Non-Secondary Contaminants Tables. An example of a footnote outside the tables is:

The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table above are the only contaminants detected in your drinking water.

Step (9) - Move explanations to the top, bottom, or outside of the table.

The Non-Secondary and Secondary Contaminants Tables in Section 7 of the Template contain explanations of the table entries. For instance, the following explanation is provided adjacent to the Microbiological Contaminants for Turbidity: “Note: The result in the lowest monthly percentage column is the lowest monthly percentage of samples reported in the Monthly Operating Report meeting the required turbidity limits.” You should move all explanations for contaminants you are reporting so that the explanations do not come between contaminants in the table. They should be at the very top of the table, the very bottom of the table, or outside the table. Text in grey font is intended for reference purposes and may be eliminated completely from the CCR if the information is not needed.

Step (10) - Delete the table names. Rename the tables if you wish.

It is not recommended that your tables be labeled as “Secondary Contaminants Table” and “Non-Secondary Contaminants Table” in your final CCR. It is not necessary to name your tables. Or, you may wish to name them “Water Quality Testing Results.”

Step (11) - Add text to your CCR relating to the contaminant tables.

- a. If you reported results obtained before the calendar year before the CCR due date, include appropriate language for contaminants monitored less often than once per year. The regulations

require that the report must include a brief statement indicating that the data presented in the report are from the most recent testing done in accordance with the regulations. The following sentences are from EPA guidance documents and may be used in your CCR as appropriate:

The state allows 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 representative, are more than one year old.

As authorized and approved by EPA, the State has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of our data [e.g., for organic contaminants], though representative, is more than one year old.

b. For contaminants with violations, you must provide explanations and health effects language in the text of the CCR. These topics are covered in Section 8 of the template.

c. If you reported unregulated contaminant results, you must include the following statement word-for-word in the text of your CCR:

<<Insert name of system>> has been monitoring for unregulated contaminants (UCs) as part of a study to help the U.S. Environmental Protection Agency (EPA) determine the occurrence in drinking water of UCs and whether or not these contaminants need to be regulated. At present, no health standards (for example, maximum contaminant levels) have been established for UCs. However, we are required to publish the analytical results of our UC monitoring in our annual water quality report. If you would like more information on the EPA's Unregulated Contaminants Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

d. If turbidity is reported in a table in your CCR, the CCR must include an explanation of the reasons for measuring turbidity. Preparing Your Drinking Water Consumer Confidence Report – Guidance for Water Suppliers (Reference document no. 3) provides the following example:

Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. High turbidity can hinder the effectiveness of disinfectants.

Step (12) (Optional) - Add language explaining the analytical results as applicable.

As you can see by the tables, our system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements.

Step (13) (Optional) - Review the following examples of table entries.

a. Example 1 - In reporting the highest average of radioactive contaminants, inorganics, synthetic organics, or volatile organics, the highest value in the range column may be higher than the average

result in the level detected column. For example, if four samples were taken and the results were 1, 2, 3, and 4 ppb, then the highest value (4) would be higher than the average (2.5). Show in your contaminant table whether the results in the level detected column represent the highest average or the highest result. One way to do this is shown in the example below.

** Results in the Level Detected column for radioactive contaminants, inorganic contaminants, synthetic organic contaminants including pesticides and herbicides, and volatile organic contaminants are the highest average at any of the sampling points or the highest detected level at any sampling point, depending on the sampling frequency.							
Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Level Detected**	Range of Results	MCLG	MCL	Likely Source of Contamination
Radioactive Contaminants							
4. Gross beta/photon emitters (mrem/yr)	1/10 – 12/10	N	2.5	1 - 4	0	4	Decay of natural and man-made deposits

**the level detected is the average

b. Example 2

Suppose for copper the 90th percentile result was 1.5 ppm and the number of sampling points exceeding the AL was 10. The results would be entered as follows:

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	AL Exceedance Y/N	90th Percentile Result	No. of sampling sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
84. Copper (tap water) (ppm)	1/10 – 12/10	Y	1.5	10	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

c. Example 3 - Sample table entry for turbidity:

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	The Highest Single Measurement	The Lowest Monthly Percentage of Samples Meeting Regulatory Limits	MCLG	MCL	Likely Source of Contamination
3. Turbidity (NTU)	1/10 – 12/10	Y	1.3	95%	N/A	TT	Soil runoff

d. Example 4 - Sample table entry for fecal-indicator-positive ground water source samples:

Contaminant	Dates of sampling (mo./yr.)	Violation Y/N	Total Number of Positive Samples for the Year	MCLG	MCL	Likely source of contamination
E. coli (at the ground water source)*	1/10 – 12/10	No	3 positive samples	0	0	Human or fecal waste

*On December 10, 2009, we sampled the sources (Well 1 and Well 2) for the fecal-indicator, *E. coli*. We were notified on December 11 that Well 1 tested positive for *E. coli*. On December 12, we took five additional samples and were notified on December 13 that two of the five samples were positive for *E. Coli*. We immediately took Well 1 off-line at that time. Our system is in contact with FDEP, and we have a state-approved plan to abandon this well and replace it with a new well. We will have the new well completed by July 5, 2010, and the old well will be abandoned by July 15, 2010. As an interim

measure, we have moved to only utilizing this well as an emergency source and have not had to utilize it since the sampling revealed the contamination.

Health Effects: Fecal coliforms and *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.

Section 8 Instructions - Reporting Violations (page 15 of Template)

For each MCL, MRDL, AL, and TT violation (except secondary contaminant MCL violations), you must include in the body of the report the health effects language for that contaminant. You must use the language word-for-word as provided below.

CCR Health Effects Language:

Microbiological Contaminants:

- (1) Total Coliform. Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.
- (2) Fecal Coliform/*E. coli*. Fecal coliforms and *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.
- (3) Fecal indicators (enterococci or coliphage). Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term health effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.
- (4) Turbidity. Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Radioactive Contaminants:

- (5) Beta/photon emitters. Certain minerals are radioactive and may emit forms of radiation known as photons and beta radiation. Some people who drink water containing beta particle and photon radioactivity in excess of the MCL over many years may have an increased risk of getting cancer.
- (6) Alpha emitters. Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.
- (7) Combined Radium. Some people who drink water containing radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.
- (8) Uranium. Some people who drink water containing uranium in excess of the MCL over many years may have an increased risk of getting cancer and kidney toxicity.

Inorganic Contaminants:

- (9) Antimony. Some people who drink water containing antimony well in excess of the MCL over many years could experience increases in blood cholesterol and decreases in blood sugar.
- (10) Arsenic. Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.

- (11) Asbestos. Some people who drink water containing asbestos in excess of the MCL over many years may have an increased risk of developing benign intestinal polyps.
- (12) Barium. Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure.
- (13) Beryllium. Some people who drink water containing beryllium well in excess of the MCL over many years could develop intestinal lesions.
- (14) Cadmium. Some people who drink water containing cadmium in excess of the MCL over many years could experience kidney damage.
- (15) Chromium. Some people who use water containing chromium well in excess of the MCL over many years could experience allergic dermatitis.
- (16) Cyanide. Some people who drink water containing cyanide well in excess of the MCL over many years could experience nerve damage or problems with their thyroid.
- (17) Fluoride. Some people who drink water containing fluoride in excess of the MCL over many years could get bone disease, including pain and tenderness of the bones. Fluoride in drinking water at half the MCL or more may cause mottling of children's teeth, usually in children less than nine years old. Mottling, also known as dental fluorosis, may include brown staining and/or pitting of the teeth, and occurs only in developing teeth before they erupt from the gums.
- (18) Lead. Infants and children who drink water containing lead in excess of the MCL could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.
- (19) Mercury (inorganic). Some people who drink water containing inorganic mercury well in excess of the MCL over many years could experience kidney damage.
- (20) Nickel. Nickel has been shown to damage the heart and liver in laboratory animals when the animals are exposed to high levels over their lifetimes. The Florida Department of Environmental Protection (FDEP) has set the drinking water standard for nickel at 100 parts per billion (ppb) to protect against the risk of these adverse effects.
- (21) Nitrate. Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.
- (22) Nitrite. Infants below the age of six months who drink water containing nitrite in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.
- (23) Selenium. Selenium is an essential nutrient. However, some people who drink water containing selenium in excess of the MCL over many years could experience hair or fingernail losses, numbness in fingers or toes, or problems with their circulation.
- (24) Sodium. The Florida Department of Environmental Protection (FDEP) has set the drinking water standard for sodium at 160 parts per million (ppm) to protect individuals that are susceptible to sodium-sensitive hypertension or diseases that cause difficulty in regulating body fluid volume. Sodium is monitored so that individuals who have been placed on sodium (salt) restricted diets may take into account the sodium in their drinking water. Drinking water contributes only a small fraction (less than 10 percent) to the overall sodium intake. Sodium levels in drinking water can be increased by ion-exchange softeners at water treatment facilities or certain point-of-use treatment devices. If you have been placed on a sodium restricted diet, please inform your physician that our water contains <<insert sodium concentration>> ppm of sodium.
- (25) Thallium. Some people who drink water containing thallium in excess of the MCL over many years could experience hair loss, changes in their blood, or problems with their kidneys, intestines, or liver.

Synthetic organic contaminants including pesticides and herbicides:

- (26) 2,4-D. Some people who drink water containing the weed killer 2,4-D well in excess of the MCL over many years could experience problems with their kidneys, liver, or adrenal glands.
- (27) 2,4,5-TP (Silvex). Some people who drink water containing silvex in excess of the MCL over many years could experience liver problems.
- (28) Alachlor. Some people who drink water containing alachlor in excess of the MCL over many years could have problems with their eyes, liver, kidneys, or spleen, or experience anemia, and may have an increased risk of getting cancer.
- (29) Atrazine. Some people who drink water containing atrazine well in excess of the MCL over many years could experience problems with their cardiovascular system or reproductive difficulties.
- (30) Benzo(a)pyrene [PAH]. Some people who drink water containing benzo(a)pyrene in excess of the MCL over many years may experience reproductive difficulties and may have an increased risk of getting cancer.

- (31) Carbofuran. Some people who drink water containing carbofuran in excess of the MCL over many years could experience problems with their blood, or nervous or reproductive systems.
- (32) Chlordane. Some people who drink water containing chlordane in excess of the MCL over many years could experience problems with their liver or nervous system, and may have an increased risk of getting cancer.
- (33) Dalapon. Some people who drink water containing dalapon well in excess of the MCL over many years could experience minor kidney changes.
- (34) Di (2-ethylhexyl) adipate. Some people who drink water containing di (2-ethylhexyl) adipate well in excess of the MCL over many years could experience toxic effects such as weight loss, liver enlargement or possible reproductive difficulties.
- (35) Di (2-ethylhexyl) phthalate. Some people who drink water containing di (2-ethylhexyl) phthalate well in excess of the MCL over many years may have problems with their liver, or experience reproductive difficulties, and may have an increased risk of getting cancer.
- (36) Dibromochloropropane (DBCP). Some people who drink water containing DBCP in excess of the MCL over many years could experience reproductive problems and may have an increased risk of getting cancer.
- (37) Dinoseb. Some people who drink water containing dinoseb well in excess of the MCL over many years could experience reproductive difficulties.
- (38) Dioxin (2,3,7,8-TCDD). Some people who drink water containing dioxin in excess of the MCL over many years could experience reproductive difficulties and may have an increased risk of getting cancer.
- (39) Diquat. Some people who drink water containing diquat in excess of the MCL over many years could get cataracts.
- (40) Endothall. Some people who drink water containing endothall in excess of the MCL over many years could experience problems with their stomach or intestines.
- (41) Endrin. Some people who drink water containing endrin in excess of the MCL over many years could experience liver problems.
- (42) Ethylene dibromide. Some people who drink water containing ethylene dibromide in excess of the MCL over many years could experience problems with their liver, stomach, reproductive system, or kidneys, and may have an increased risk of getting cancer.
- (43) Glyphosate. Some people who drink water containing glyphosate in excess of the MCL over many years could experience problems with their kidneys or reproductive difficulties.
- (44) Heptachlor. Some people who drink water containing heptachlor in excess of the MCL over many years could experience liver damage and may have an increased risk of getting cancer.
- (45) Heptachlor epoxide. Some people who drink water containing heptachlor epoxide in excess of the MCL over many years could experience liver damage, and may have an increased risk of getting cancer.
- (46) Hexachlorobenzene. Some people who drink water containing hexachlorobenzene in excess of the MCL over many years could experience problems with their liver or kidneys, or adverse reproductive effects, and may have an increased risk of getting cancer.
- (47) Hexachlorocyclopentadiene. Some people who drink water containing hexachlorocyclopentadiene well in excess of the MCL over many years could experience problems with their kidneys or stomach.
- (48) Lindane. Some people who drink water containing lindane in excess of the MCL over many years could experience problems with their kidneys or liver.
- (49) Methoxychlor. Some people who drink water containing methoxychlor in excess of the MCL over many years could experience reproductive difficulties.
- (50) Oxamyl [Vydate]. Some people who drink water containing oxamyl in excess of the MCL over many years could experience slight nervous system effects.
- (51) PCBs [Polychlorinated biphenyls]. Some people who drink water containing PCBs in excess of the MCL over many years could experience changes in their skin, problems with their thymus gland, immune deficiencies, or reproductive or nervous system difficulties, and may have an increased risk of getting cancer.
- (52) Pentachlorophenol. Some people who drink water containing pentachlorophenol in excess of the MCL over many years could experience problems with their liver or kidneys, and may have an increased risk of getting cancer.
- (53) Picloram. Some people who drink water containing picloram in excess of the MCL over many years could experience problems with their liver.
- (54) Simazine. Some people who drink water containing simazine in excess of the MCL over many years could experience problems with their blood.
- (55) Toxaphene. Some people who drink water containing toxaphene in excess of the MCL over many years could have problems with their kidneys, liver, or thyroid, and may have an increased risk of getting cancer.

Volatile Organic Contaminants:

- (56) Benzene. Some people who drink water containing benzene in excess of the MCL over many years could experience anemia or a decrease in blood platelets, and may have an increased risk of getting cancer.
- (57) Carbon Tetrachloride. Some people who drink water containing carbon tetrachloride in excess of the MCL over many years could experience problems with their liver and may have an increased risk of getting cancer.
- (58) Chlorobenzene. Some people who drink water containing chlorobenzene in excess of the MCL over many years could experience problems with their liver or kidneys.
- (59) o-Dichlorobenzene. Some people who drink water containing o-dichlorobenzene well in excess of the MCL over many years could experience problems with their liver, kidneys, or circulatory systems.
- (60) p-Dichlorobenzene. Some people who drink water containing p-dichlorobenzene in excess of the MCL over many years could experience anemia, damage to their liver, kidneys, or spleen, or changes in their blood.
- (61) 1,2-Dichloroethane. Some people who drink water containing 1,2-dichloroethane in excess of the MCL over many years may have an increased risk of getting cancer.
- (62) 1,1-Dichloroethylene. Some people who drink water containing 1,1-dichloroethylene in excess of the MCL over many years could experience problems with their liver.
- (63) cis-1,2-Dichloroethylene. Some people who drink water containing cis-1,2-dichloroethylene in excess of the MCL over many years could experience problems with their liver.
- (64) trans-1,2-Dichloroethylene. Some people who drink water containing trans-1,2-dichloroethylene well in excess of the MCL over many years could experience problems with their liver.
- (65) Dichloromethane. Some people who drink water containing dichloromethane in excess of the MCL over many years could have liver problems and may have an increased risk of getting cancer.
- (66) 1,2-Dichloropropane. Some people who drink water containing 1,2-dichloropropane in excess of the MCL over many years may have an increased risk of getting cancer.
- (67) Ethylbenzene. Some people who drink water containing ethylbenzene well in excess of the MCL over many years could experience problems with their liver or kidneys.
- (68) Styrene. Some people who drink water containing styrene well in excess of the MCL over many years could have problems with their liver, kidneys, or circulatory system.
- (69) Tetrachloroethylene. Some people who drink water containing tetrachloroethylene in excess of the MCL over many years could have problems with their liver, and may have an increased risk of getting cancer.
- (70) 1,2,4-Trichlorobenzene. Some people who drink water containing 1,2,4-trichlorobenzene well in excess of the MCL over many years could experience changes in their adrenal glands.
- (71) 1,1,1,-Trichloroethane. Some people who drink water containing 1,1,1-trichloroethane in excess of the MCL over many years could experience problems with their liver, nervous system, or circulatory system.
- (72) 1,1,2-Trichloroethane. Some people who drink water containing 1,1,2-trichloroethane well in excess of the MCL over many years could have problems with their liver, kidneys, or immune systems.
- (73) Trichloroethylene. Some people who drink water containing trichloroethylene in excess of the MCL over many years could experience problems with their liver and may have an increased risk of getting cancer.
- (74) Toluene. Some people who drink water containing toluene well in excess of the MCL over many years could have problems with their nervous system, kidneys, or liver.
- (75) Vinyl Chloride. Some people who drink water containing vinyl chloride in excess of the MCL over many years may have an increased risk of getting cancer.
- (76) Xylenes. Some people who drink water containing xylenes in excess of the MCL over many years could experience damage to their nervous system.

Stage 1 Disinfectants and Disinfection By-Products:

- (77) Bromate: Some people who drink water containing bromate in excess of the MCL over many years may have an increased risk of getting cancer.
- (78) Chloramines: Some people who use water containing chloramines well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chloramines well in excess of the MRDL could experience stomach discomfort or anemia.
- (79) Chlorine: Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.

- (80) Haloacetic acids (five) (HAA5): Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.
- (81) TTHMs [Total Trihalomethanes]. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.
- (82) Chlorine dioxide: Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia.
- (83) Chlorite: Some infants and young children who drink water containing chlorite in excess of the MCL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorite in excess of the MCL. Some people may experience anemia.
- (84) Total organic carbon: Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection by-products. These by-products include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.
- (85) Copper. Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.
- (86) Lead. Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.
- (87) Acrylamide. Some people who drink water containing high levels of acrylamide over a long period of time could have problems with their nervous system or blood, and may have an increased risk of getting cancer.
- (88) Epichlorohydrin. Some people who drink water containing high levels of epichlorohydrin over a long period of time could experience stomach problems, and may have an increased risk of getting cancer.

MCL, MRDL, AL or TT violations. If your system had an MCL, MRDL, AL or TT violation for any of the data subject to reporting on your CCR, or if your system had any TT violation, you must include in the CCR report the appropriate health effects language from the list above. You must also provide a clear and readily understandable explanation of the violation including: the length of the violation, the potential adverse health effects, and actions taken by your system to address the violation. The explanation of the violation must include the word “violation.” Where applicable, the appropriate health effects language from the above list should be used to explain the potential adverse health effects. An example of an explanation of an MCL violation is:

We constantly monitor for various contaminants in the water supply to meet all regulatory requirements. Our water system was in violation of federal and state water quality standards for benzene from 1/01 through 7/01. The levels of benzene are shown in the Test Results Table. Some people who drink water containing benzene in excess of the MCL over many years could experience anemia or a decrease in blood platelets, and may have an increased risk of getting cancer. Our system corrected the violation by replacing our GAC (granular activated carbon) filters.

TT violations are listed below and are organized by rule (refer to “other violations specified in the federal CCR regulations” for specific information about failure to install adequate filtration or disinfection equipment or processes or a failure of those

processes, violations associated with acrylamide and epichlorohydrin, and violations associated with LCR).

- Surface Water Treatment Rule (SWTR)
 - Failure to install adequate filtration or disinfection equipment or processes.
 - Failure of the filtration or disinfection equipment or process.
 - TT violation associated with acrylamide and epichlorohydrin.
 - Failure to have redundant components for disinfection.
 - Failure to maintain a distribution system disinfectant residual.
 - Failure to maintain at least 0.2 ppm disinfectant residual at the entry point for more than 4 hours.
 - Failure to meet inactivation requirements at the treatment plant (CT value).
 - Failure to meet watershed control program requirements.
- Filter Backwash Recycling Rule (FBRR)
 - Failure to return recycle flows through the processes of the existing filtration system or to an alternate state-approved location (conventional and direct filtration systems only).
- LT2ESWTR
 - Failure to cover an uncovered finished water reservoir, provide treatment of the reservoir's discharge, or be in compliance with a state-approved schedule to cover the reservoir(s) or treat the reservoir(s) discharge by April 1, 2009.
 - Failure to determine and report bin classification.
 - Failure to provide or install an additional level of treatment using a microbial toolbox option by the required date.
 - Failure to achieve required treatment credit to meet the bin classification requirements using a microbial toolbox option.
- LCR
 - Failure to meet corrosion control treatment, source water treatment, lead service line replacement, or public education requirements.
- Stage 1 DBPR
 - Failure to remove required amount of total organic carbon (TOC) [disinfection byproduct precursor (DBPP)] (conventional filtration systems only).

- GWR
 - Failure to maintain at least 4-log treatment of viruses for ground water systems that are required to treat.
 - Failure to take corrective action, if necessary based on a fecal indicator-positive sample.
 - Failure to take corrective action, if necessary based on a significant deficiency.

Other violations specified in the federal CCR regulations. If your system was in violation of any of the following during the year covered by the report, the report must note the violation *and* include a clear and readily understandable explanation of the violation including: the length of the violation, the potential adverse health effects, and actions taken by the system to address the violation. For some violations, your report will be required to contain additional information. These additional requirements are noted in the list of violations below:

(a) Monitoring and reporting (M/R) of compliance data. If samples were not taken on time, the report should say “health effects unknown”. If the system took the samples accurately and on time but mailed the results late, you do not need to discuss health effects. Here is an example of an explanation of a M/R violation.

We failed to complete required sampling for tap water lead and copper on time and therefore were in violation of monitoring and reporting requirements. Because we did not take the required number of samples, we did not know whether the contaminants were present in your drinking water, and we are unable to tell you whether your health was at risk during that time. The monitoring period was 1/1/10 through 5/31/10. Ten samples were required for each contaminant, and none were taken. Sampling resumed on 6/1/10.

(b) Filtration and disinfection prescribed by Subpart H of 40 CFR 141. Follow the instructions provided in part 3 of section 8 of the template.

(c) Lead and copper control requirements prescribed by Subpart I of 40 CFR 141. For systems which fail to take one or more actions prescribed by 141.80(d), 141.81, 141.82, 141.83, or 141.84, the report must include the applicable health effects language from Section 8 Instructions for lead, copper, or both.

(d) Treatment techniques for Acrylamide and Epichlorohydrin required in Subpart K of 40 CFR 141. The report must include the applicable health effects language from the Section 8 Instructions.

(e) Recordkeeping of compliance data. An example of an explanation for a recordkeeping violation is:

Due to administrative oversight during a busy part of the year, our office failed to submit a report required under the Safe Drinking Water Act. This violation has no impact on the quality of the water our customers received, and it posed no risk to public health. We have established a report tracking file to ensure that all reporting requirements are met in the future.

(f) Special monitoring requirements of 40 CFR 141.40 and 141.41. An example of an explanation of a violation of special monitoring requirements is:

Last year the State issued an order requiring our system to monitor for contaminant X four times per year instead of annually. We were in violation of special monitoring requirements by missing the first quarterly monitoring and reporting date, but since then we have been in compliance. We do not believe that the missed testing and reporting has any adverse effect upon public health. Our system will strive to meet all future requirements.

(g) Violation of the terms of a variance, exemption, or an administrative or judicial order.

State violations specified in the state CCR rules. If your system was in violation of any of the following during the year covered by the report, the report must describe the violation and its duration.

a. Certified Operator Requirement. Systems that failed to maintain continuous usage of the services of an operator with the appropriate certification per Rule 62-699.310, F.A.C. during the calendar year previous to the year in which the CCR is due were in violation.

b. Disinfectant Residual. Systems that treat their water and that have disinfectant concentrations of less than 0.2 ppm free chlorine or its equivalent at the entry points to their distribution systems in routine monitoring as recorded on their monthly operation reports for the calendar year previous to the year in which the CCR is due were in violation.

c. Cross Connection Control Requirement. Systems that failed to adopt and/or implement a written cross connection control and backflow prevention program as required by Rule 62-555.360, F.A.C., were in violation.

Section 9 Instructions – Special Notice Requirements for the Ground Water Rule (GWR) (page 16 of Template)

The GWR requires that ground water systems provide special notice in their CCRs for the following two situations.

- **Special Notice for a Fecal Indicator-Positive Ground Water Source Sample:**

If a ground water system receives notice from a laboratory of a fecal indicator-positive ground water source sample and the sample is not invalidated by FDEP, the system must inform its customers in the next CCR. The CCR must include the following information for a fecal indicator-positive ground water source sample:

- The source of the fecal contamination (if it is known) and the date(s) of the fecal indicator-positive source sample.
- Whether the fecal contamination has been addressed as prescribed by the requirements of the GWR and the date the contamination was addressed.
- For fecal contamination that has not been addressed, the state-approved plan and schedule for correction, including interim measures, progress to date, and any interim measures completed.
- The health effects language for fecal indicators.

Since fecal-indicator-positive ground water source samples must be included in the Non-Secondary Contaminants Table, this special notice language can be included below the table or elsewhere in the report. Section 7 of these instructions contains an example of how to present fecal-indicator-positive ground water source samples and the special notice language in a CCR. The system must continue to inform customers annually until the fecal contamination in the ground water source is addressed as prescribed by the requirements of the GWR.

- **Special Notice for Uncorrected Significant Deficiencies:**

If a ground water system receives notice from the state of a significant deficiency, the system must inform its customers of any significant deficiencies that are not corrected at the time the next CCR is issued. The CCR must include the following information for uncorrected significant deficiencies:

- The nature of the significant deficiency and the date it was identified by the state.
- The state-approved plan and schedule for correction, including interim measures, progress to date, and any interim measures completed.

The system must continue to inform customers annually until the FDEP determines the significant deficiency is corrected.

Section 10 Instructions - Reporting Detections of Arsenic, Nitrates, *Cryptosporidium*, and Radon (page 16 of Template)

- (A) Arsenic - Refer to the template.
- (B) Nitrates - Refer to the template.
- (C) *Cryptosporidium* - If the system has performed **any** monitoring for *Cryptosporidium* which indicates that *Cryptosporidium* may be present in the source or finished water, the report must include a summary of the results of the monitoring, and an explanation of the significance of the results. If the system did not find *cryptosporidium* in their source or finished water they don't have to report the results. Only finished water results are used for all other contaminants subject to CCR reporting requirements.

Information on *Cryptosporidium* should not be placed in the table of detected contaminants. The template contains an example of an explanation of analytical results. The following is another sample of an explanation of analytical results:

We tested our sources of drinking water, as well as our treated tap water, for the presence of Cryptosporidium. Our monitoring of source water and finished water indicates the presence of these organisms. Although small amounts were found in the source water, we did not find any in the treated water that goes to your tap. Cryptosporidium is a microbial parasite that is found in surface water throughout the U.S., and occasionally found in ground waters. Although Cryptosporidium can be removed by filtration, the most commonly used filtration methods cannot guarantee 100 percent removal. Unfortunately, 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 are able to overcome the disease within a few weeks. However, immuno-compromised people have more difficulty and are at greater risk of developing severe, life-threatening illnesses. Immuno-compromised individuals are encouraged to consult their doctor regarding appropriate precautions to take to prevent infection. Cryptosporidium must be ingested for it to cause disease, and it may be spread through means other than drinking water.

A system has the option to report analytical results as part of this summary.

- (D) Radon - Systems that monitor for radon and have no detections are not required to present or discuss the monitoring results in the CCR.

The template contains an example of reporting radon results. Here is another sample of an explanation of analytical results:

Radon was detected in treated water at our water system from 1/1/10 through 3/1/10. The maximum result was 4 pCi/l. Radon is a radioactive gas that you cannot see, taste, or smell. It is found throughout the United States and can move up through the ground and into a home

through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water in most cases will be an insignificant source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon, test the air in your home. Testing is inexpensive and easy. Renovate your home if the level of radon in your air is 4 picocuries per liter (pCi/l) or higher. Simple ways to correct a radon problem aren't too costly. For additional information, call your state radon program or call EPA's Radon Hotline (800-SOS-RADON).

Section 11 Instructions - Required Lead Language (page 17 of Template)

Lead - All systems must include the additional health information language for lead. See section 11 of the CCR Template for the required informational statement about lead in drinking water and its effects on children.

Section 12 Instructions – Optional Language for Detections of Coliform, Nitrates, and Lead (page 19 of Template)

Refer to the template for language that may be applicable if your system had a violation or detection of coliform, nitrates or lead.

Section 13 Instructions - Variances and Exemptions Issued by the State (page 19 of Template)

Community water systems operating under the terms of a variance or exemption issued by the state in accordance with Rules 62-560.510 and 62-560.520, F.A.C., for the secondary contaminant MCLs listed in Rule 62-550.320, F.A.C., or for the primary contaminant MCLs for nickel and sodium listed in subsection 62-550.310(1), F.A.C., shall include in their CCRs:

1. An explanation of the reasons for the variance or exemption,
2. The date on which the variance or exemption was issued,
3. A brief status report on the steps the system is taking to install treatment, find alternative sources of water, or otherwise comply with the terms and schedules of the variance or exemption, and
4. A notice of any opportunity for public input in the review or renewal of the variance or exemption.

An example of an explanation of a state-issued variance for a hypothetical system is:

Our water system was issued a variance for sulfate on August 20, 2011. This contaminant is naturally occurring in our source water at 280-300 ppm, whereas the standard is 250 ppm. Because it is regulated as a secondary (non health-based) contaminant and because treatment to remove sulfate would cost significantly more than current treatment, we applied for and were granted the variance. We are complying with the terms of the variance by investigating treatment options. We plan to install a cost effective treatment device or process by August 20, 2012, the deadline provided in the terms of the variance. Members of the public interested in providing comments or suggestions in the renewal of the variance or exemption should contact us for further information at the number listed on this report.

Section 14 Instructions – Language Regarding Future Expansion and/or Rate Increases (page 19 of Template)

You may wish to expand on the language provided in the template and provide additional information on your system such as:

- Why you are providing this report,
- General information about your water utility,
- New construction or modifications,
- How many miles of new lines,
- How many new customers added,
- New or improved treatments, and
- Operator professionalism (certification, training or other staff achievements).

Section 15 Instructions – Required Vulnerable Population Language (page 20 of Template)

Refer to the template for language that must be included in the CCR.

Section 16 Instructions – Voluntary Monitoring (page 20 of Template)

Refer to 40 CFR 141.153(e)(3). The FDEP recommends that you report these results; however these results must not be reported in the Non-secondary or Secondary Contaminants Tables.

Section 17 Instructions – Information for Surface Water and UDI Systems Only (page 20 of Template)

Note that the only systems with turbidity results subject to CCR reporting requirements are surface water and UDI systems. Refer to the Section 7 instructions for information on how to report turbidity.

Section 18 Instructions – Closing Language (page 20 of Template)

Refer to the template for optional closing language.

Additional Information

Results in the Test Results Table are required to be reported in CCR units. The CCR unit for each contaminant is the unit for which the MCL is a whole number. Included below is a table showing how to convert compliance units to CCR units. *This table is for reference only, and should not be printed in your CCR report.*

This table can be used to convert test results to “CCR Units”.

1. Find the contaminant in column A.
2. Multiply test result by the number in column C.
3. This number will be the test result measurement expressed as a whole number, or “CCR Unit”. Place this number in the Test Results Table in the report.

Example: A test result for Antimony is 0.002 mg/l. Convert to a whole number as follows: 0.002 mg/l X 1000 = 2 parts per billion (ppb) or micrograms per liter ($\mu\text{g/l}$).

The analytical result for a contaminant entered in the Test Results Table of the CCR report must be in the same unit as the MCL. Sometimes the result of the analysis will be less than 1.0. However, the MCL must not be reported less than 1.0.

Key

AL = Action Level

MCL = Maximum Contaminant Level

MCLG = Maximum Contaminant Level Goal

MFL = million fibers per liter

mrem/year = millirems per year (a measure of radiation absorbed by the body)

NTU = Nephelometric Turbidity Units

pCi/l = picocuries per liter (a measure of radioactivity)

ppm = parts per million, or milligrams per liter (mg/l)

ppb = parts per billion, or micrograms per liter (g/l)

ppt = parts per trillion, or nanograms per liter

ppq = parts per quadrillion, or picograms per liter

TT = Treatment Technique

A	B X	C =	D
Contaminant	MCL in compliance units	multiply by...	MCL in CCR units
Microbiological Contaminants			
1. Total Coliform Bacteria	-	-	5% of monthly samples are positive (systems that collect ≥40 samples /month); 1 positive monthly sample (systems that collect <40 samples/month).
2. Fecal coliform and <i>E. coli</i>	0	-	0
3. Fecal Indicators (enterococci or coliphage)	TT	-	TT
4. Turbidity	TT (NTU)	-	TT (NTU)
Radioactive Contaminants			
5. Beta/photon emitters	4 mrem/yr	-	4 mrem/yr
6. Alpha emitters	15 pCi/l	-	15 pCi/l
7. Radium 226 + 228 or Combined radium	5 pCi/l	-	5 pCi/l
8. Uranium	30 µg/L	-	30 µg/L
Inorganic Contaminants			
9. Antimony	.006 mg/l	1000	6 ppb
10. Arsenic	.01 mg/l	1000	10 ppb
11. Asbestos	7 MFL	-	7 MFL
12. Barium	2 mg/l	-	2 ppm
13. Beryllium	.004 mg/l	1000	4 ppb
14. Cadmium	.005 mg/l	1000	5 ppb
15. Chromium	.1 mg/l	1000	100 ppb
16. Cyanide	.2 mg/l	1000	200 ppb
17. Fluoride	4 mg/l	-	4 ppm
18. Lead	.015 mg/l	1000	15 ppb
19. Mercury (inorganic)	.002 mg/l	1000	2 ppb
20. Nickel	.1 mg/l	1000	100 ppb
21. Nitrate (as Nitrogen)	10 mg/l	-	10 ppm
22. Nitrite (as Nitrogen)	1 mg/l	-	1 ppm
23. Selenium	.05 mg/l	1000	50 ppb

24. Sodium	160 mg/l	-	160 ppm
25. Thallium	.002 mg/l	1000	2 ppb
Synthetic Organic Contaminants including Pesticides and Herbicides			
26. 2,4-D	.07 mg/l	1000	70 ppb
27. 2,4,5-TP [Silvex]	.05 mg/l	1000	50 ppb
28. Alachlor	.002 mg/l	1000	2 ppb
29. Atrazine	.003 mg/l	1000	3 ppb
30. Benzo(a)pyrene [PAH]	.0002 mg/l	1,000,000	200 ppt
31. Carbofuran	.04 mg/l	1000	40 ppb
32. Chlordane	.002 mg/l	1000	2 ppb
33. Dalapon	.2 mg/l	1000	200 ppb
34. Di(2-ethylhexyl)adipate	.4 mg/l	1000	400 ppb
35. Di(2-ethylhexyl)phthalate	.006 mg/l	1000	6 ppb
36. Dibromochloropropane	.0002 mg/l	1,000,000	200 ppt
37. Dinoseb	.007 mg/l	1000	7 ppb
38. Dioxin [2,3,7,8-TCDD]	.00000003 mg/l	1,000,000,000	30 ppq
39. Diquat	.02 mg/l	1000	20 ppb
40. Endothall	.1 mg/l	1000	100 ppb
41. Endrin	.002 mg/l	1000	2 ppb
42. Ethylene dibromide	.00002 mg/l	1,000,000	20 ppt
43. Glyphosate	.7 mg/l	1000	700 ppb
44. Heptachlor	.0004 mg/l	1,000,000	400 ppt
45. Heptachlor epoxide	.0002 mg/l	1,000,000	200 ppt
46. Hexachlorobenzene	.001 mg/l	1000	1 ppb
47. Hexachlorocyclopentadiene	.05 mg/l	1000	50 ppb
48. Lindane	.0002 mg/l	1,000,000	200 ppt
49. Methoxychlor	.04 mg/l	1000	40 ppb
50. Oxamyl [Vydate]	.2 mg/l	1000	200 ppb
51. PCBs [Polychlorinated biphenyls]	.0005 mg/l	1,000,000	500 ppt
52. Pentachlorophenol	.001 mg/l	1000	1 ppb
53. Picloram	.5 mg/l	1000	500 ppb
54. Simazine	.004 mg/l	1000	4 ppb
55. Toxaphene	.003 mg/l	1000	3 ppb
Volatile Organic Contaminants			
56. Benzene	.001 mg/l	1000	1 ppb
57. Carbon tetrachloride	.003 mg/l	1000	3 ppb
58. Chlorobenzene	.1 mg/l	1000	100 ppb
59. o-Dichlorobenzene	.6 mg/l	1000	600 ppb
60. p-Dichlorobenzene	.075 mg/l	1000	75 ppb
61. 1,2-Dichloroethane	.003 mg/l	1000	3 ppb
62. 1,1-Dichloroethylene	.007 mg/l	1000	7 ppb
63. cis-1,2-Dichloroethylene	.07 mg/l	1000	70 ppb
64. trans-1,2-Dichloroethylene	.1 mg/l	1000	100 ppb
65. Dichloromethane	.005 mg/l	1000	5 ppb
66. 1,2-Dichloropropane	.005 mg/l	1000	5 ppb
67. Ethylbenzene	.7 mg/l	1000	700 ppb
68. Styrene	.1 mg/l	1000	100 ppb
69. Tetrachloroethylene	.003 mg/l	1000	3 ppb
70. 1,2,4-Trichlorobenzene	.07 mg/l	1000	70 ppb
71. 1,1,1-Trichloroethane	.2 mg/l	1000	200 ppb

72. 1,1,2-Trichloroethane	.005 mg/l	1000	5 ppb
73. Trichloroethylene	.003 mg/l	1000	3 ppb
74. Toluene	1 mg/l	-	1 ppm
75. Vinyl Chloride	.001 mg/l	1000	1 ppb
76. Xylenes	10 mg/l	-	10 ppm
Stage 1 Disinfectants and Disinfection Byproducts			
77. Bromate	.010 mg/l	1000	10 ppb
78. Chloramines	MRDL=4 mg/l	-	MRDL=4ppm
79. Chlorine	MRDL=4 mg/l	-	MRDL=4ppm
80. Haloacetic Acids	.060 mg/l	1000	60 ppb
81. TTHMs (Total trihalomethanes)	.080 mg/l	1000	80 ppb
82. Chlorine Dioxide	MRDL=.8 mg/l	1000	MRDL = 800 ppb
83. Chlorite	1 mg/l	-	1 ppm
84. Total Organic Carbon	TT (mg/l)	-	TT (ppm)
Lead and copper (Tap Water)			
85. Copper (tap water)	AL=1.3 mg/l	-	AL=1.3 ppm
86. Lead (tap water)	AL=.015 mg/l	1000	AL=15 ppb
Acrylamide and Epichlorohydrin			
87. Acrylamide	-	-	TT
88. Epichlorohydrin	-	-	TT
Unregulated Contaminants			
Secondary Contaminants			
Refer to Unit of Measurement listed in the Secondary Contaminants Table of the template			

Community Outreach and Education Activities (Optional):

Systems may provide additional information as they deem necessary for public education consistent with, and not detracting from, the purpose of the report. This may include water treatment utility tours; community days (festivals); school presentations; local television/newspaper articles; water conservation activities; water quality testing with school students; map of watershed area, source water, etc.; cross connection control program; and wellhead protection program.

Consumer Confidence Report Template

This template is an edited version of a National Rural Water Association template. It has been edited by the Florida Department of Environmental Protection, Drinking Water Section with the assistance of the Florida Rural Water Association in order to make it specific to Florida's drinking water rules.

This template is designed in sections and allows report customization. To prepare your report, delete from this template all information that is not applicable, not appropriate, not required, or not necessary for your system. Some sections have two possible suggested paragraphs. Please delete the paragraph not used. Template section headings and directions should be deleted.

To use the template to produce an acceptable CCR report, it will be necessary to read every section of this template and the directions for every section. The directions are found in a document called "Instructions for Completing Your Consumer Confidence Report Using the FRWA/FDEP Template" by the Drinking Water Section of the Florida Department of Environmental Protection (FDEP).

To produce an acceptable CCR report, it is not required that you use this template. However, the information required by rules and regulations (including state-specific rules) must be provided in your CCR report.

Section 1 - Title

Step (1) - Report Title: Choose a report title from the list below.

2011 Quality on Tap Report
2011 Water Quality Report
2011 Annual Drinking Water Quality Report
The Water We Drink (2011)

Insert name of your system after your title selection. For instance: *2011 Annual Drinking Water Quality Report of the City of Waterville.*

Step (2) - If more than 20 percent of the population served by the system is non-English speaking, it is required that the report contain the following information in the appropriate language immediately after the report title:

- information in the appropriate language(s) regarding the importance of the report
- telephone number or address where such residents may contact the system to obtain a translated copy of the report, or
- assistance in that language.

Step (3) Non-Mailing Notification (*Optional*)

If you do not plan to mail your CCR to each customer and wish to mention this in your CCR, you may use the following language:

This report will be mailed to customers only upon request and is also available at _____ (insert location: water system office, city hall, etc.) upon request.

Section 2 – Water Source, Source Water Plans and Treatment

Step (1) (*Optional*) - Choose one of the following paragraphs to aid in describing the source and type.

- *We're pleased to present to you this year's [Annual Water Quality Report]. This report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water. Our water source(s) is/are: _____*

- *We're very pleased to provide you with this year's [Annual Water Quality Report]. We want to keep you informed about the excellent water and services we have delivered to you over the past year. Our goal is and always has been, to provide to you a safe and dependable supply of drinking water. Our water source is: _____*

Step (2) - Name the source and type.

Examples of source and type:

- **ground water from wells. The wells draw from the _____ Aquifer (Floridan, Biscayne, etc).**
- **surface water drawn from Lake _____ (Mary, Weir, etc).**
- **both from surface water drawn from Lake _____ (Mary, etc.), and purchased from the City of _____ (Waterville, etc.), which is treated surface water from Lake (Suds, St. George, etc).**

Step (3) - Determine if you have a Source Water Assessment Plan.

Refer to the instructions, pages 7-9.

Step (4) - Determine if UDI applies to your system.

If the FDEP has determined that your system or well(s) are Under the Direct Influence of Surface Water (UDI), identify the well(s) and proposed remedial action. If your system has not been determined to be UDI, disregard step 4.

Step (5) - Include a general description of all major treatment processes.

Refer to the instructions.

Section 3 (Optional) – Basic Statement of Compliance

You may select one of the following sentences.

- *We are pleased to report that our drinking water meets all federal and state requirements.*
(You may wish to select this statement if you have no MCL or compliance violations.)
- *This report shows our water quality results and what they mean.*
(You may wish to use this statement if you had water quality concerns.)

Section 4 – Contact Information

Enter the telephone number of the owner, operator or designee, along with the time and place of regularly scheduled board meetings. Below is an example format you may wish to use in reporting this information to the customer.

If you have any questions about this report or concerning your water utility, please contact (give the name and number of a designee able to address the customer's questions). We encourage our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled meetings. They are held on (give the day, date, time and location)

Section 5 – Period Covered by Report

Use the language provided below to state the period that the report covers. The period the report covers is the calendar year before the year in which it is due to the consumers.

(Name of your water system) routinely monitors for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1 to December 31, 2011. Data obtained before January 1, 2011, and presented in this report are from the most recent testing done in accordance with the laws, rules, and regulations.

Section 6 – Terms and Abbreviations

Step (1) (Optional) - You may wish to include in your CCR the paragraph below:

In the table below, you may find unfamiliar terms and abbreviations. To help you better understand these terms we've provided the following definitions:

Step (2) (Required) - Include in your CCR the definitions of maximum contaminant level and maximum contaminant level goal word-for-word as shown below.

Maximum Contaminant Level or MCL: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal or 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.

Step (3) (Required) - Include in your CCR the appropriate definitions from the list below. Refer to the template instructions for an explanation of which definitions would be required in your CCR.

The definitions of AL (action level) and TT (treatment technique) must be included word-for-word, if your table of analytical results contains results for contaminants with a TT or AL.

The definitions of MRDL (maximum residual disinfectant level) and MRDLG (maximum residual disinfectant level goal) must be included word-for-word, if your table of analytical results contains results for contaminants with a MRDL or MRDLG.

Other definitions from the list below are optional but should be included if the terms are used in your table of results. Do not include definitions for terms that are not used in the report.

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Initial Distribution System Evaluation (IDSE): An important part of the Stage 2 Disinfection Byproducts Rule (DBPR). The IDSE is a one-time study conducted by water systems to identify distribution system locations with high concentrations of trihalomethanes (THMs) and haloacetic acids (HAAs). Water systems will use results from the IDSE, in conjunction with their Stage 1 DBPR compliance monitoring data, to select compliance monitoring locations for the Stage 2 DBPR.

Maximum residual disinfectant level or 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 or MRDLG: The level of a 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.

Million fibers per liter (MFL): measure of the presence of asbestos fibers that are longer than 7 micrometers.

Millirem per year (mrem/yr): measure of radiation absorbed by the body.

Nephelometric Turbidity Unit (NTU): measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

“ND” means not detected and indicates that the substance was not found by laboratory analysis.

Parts per billion (ppb) or Micrograms per liter ($\mu\text{g}/\text{l}$): one part by weight of analyte to 1 billion parts by weight of the water sample.

Parts per million (ppm) or Milligrams per liter (mg/l): one part by weight of analyte to 1 million parts by weight of the water sample.

Parts per quadrillion (ppq) or Picograms per liter (picograms/l): one part by weight of analyte to 1 quadrillion parts by weight of the water sample.

Parts per trillion (ppt) or Nanograms per liter (nanograms/l): one part by weight of analyte to 1 trillion parts by weight of the water sample.

Picocurie per liter (pCi/L): measure of the radioactivity in water.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Section 7 – Water Quality Test Results

Refer to the template instructions. Fill out the appropriate rows of the table below. Delete the rows in which you made no entries. Include any appropriate language as directed in the template instructions.

Do not include results in the table that need not be reported! If you wish to include these results in the report, we suggest you include them elsewhere in paragraph form instead. When non-detected contaminants are reported in the CCR, they must be included in a separate table with appropriate conversions and explanations.

NON-SECONDARY CONTAMINANTS TABLE

Total Coliform Bacteria: The Highest Monthly Number is the highest monthly number of positive samples for systems collecting fewer than 40 samples per month. The Highest Monthly Percentage is the highest monthly percentage of positive samples for systems collecting at least 40 samples per month.

An acute violation of the Total Coliform Rule (TCR) exists when:

- any system collects a fecal-positive or *E. Coli*-positive sample that is followed by any positive repeat sample; **or**
- if any total coliform-positive sample is followed by a repeat sample that tests positive for either fecal coliform or *E. Coli*.

A non-acute violation of the TCR exists when:

- a system which collects at least 40 samples per month has a presence of total coliform in more than 5.0 percent of its monthly samples; **or**
- a system which collects fewer than 40 samples per month has more than 1 sample test positive for total coliform

Possible Scenarios:

- A fecal-positive or *E. Coli*-positive followed by proper repeat sampling absent of any contamination does not generate a violation as long as the TCR has not been violated. For a system taking over 40 samples per month, this result is then totaled with any total coliform positive compliance results for the month to determine percentage compliance with the TCR
- A system that collects more than 40 samples per month and has one positive sample followed by two positive repeat samples, with at least one of those being either fecal-positive or *E.coli*-positive would have an MCL violation (acute), even if the total number of positive samples is less than 5% of the total for the month.

Microbiological Contaminants

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Highest Monthly Percentage/Number	MCLG	MCL	Likely Source of Contamination
1. Total Coliform Bacteria (positive samples)				0	For systems collecting at least 40 samples per month: presence of coliform bacteria in >5% of monthly samples. For systems collecting fewer than 40 samples per month: presence of coliform bacteria in >1 sample collected during a month.	Naturally present in the environment

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Total Number of Positive Samples for the Year	MCLG	MCL	Likely Source of Contamination
2. Fecal coliform and <i>E.coli</i> in the distribution system (positive samples)				0	0	Human and animal fecal waste

*All fecal indicator-positive ground water source samples (which include both triggered source water samples and assessment source water samples) must be reported and special notice language for the Ground Water Rule must be provided.

Contaminant	Dates of sampling (mo./yr.)	Violation Y/N	Total Number of Positive Samples for the Year	MCLG	MCL	Likely source of contamination
3a. <i>E. coli</i> (at the ground water source)*				0	0	Human or animal fecal waste
3b. Enterococci /coliphage (at the ground water source)*				NA	TT	Human or animal fecal waste

The result in the lowest monthly percentage column is the lowest monthly percentage of samples reported in the Monthly Operating Report meeting the required turbidity limits.

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	The Highest Single Measurement	The Lowest Monthly Percentage of Samples Meeting Regulatory Limits	MCLG	MCL	Likely Source of Contamination
4. Turbidity (NTU)					N/A	TT	Soil runoff

Results in the Level Detected column for radioactive contaminants, inorganic contaminants, synthetic organic contaminants including pesticides and herbicides, and volatile organic contaminants are the highest average at any of the sampling points or the highest detected level at any sampling point, depending on the sampling frequency.

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
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Radioactive Contaminants

5. Beta/photon emitters (mrem/yr)					0	4	Decay of natural and man-made deposits
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6. Alpha emitters (pCi/L)					0	15	Erosion of natural deposits
7. Radium 226 + 228 or combined radium (pCi/L)					0	5	Erosion of natural deposits
8. Uranium (µg/L)					0	30	Erosion of natural deposits
Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants							
9. Antimony (ppb)					6	6	Discharge from petroleum refineries; fire retardants; ceramics; solder
10. Arsenic (ppb)					0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
11. Asbestos (MFL)					7	7	Decay of asbestos cement water mains; erosion of natural deposits
12. Barium (ppm)					2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
13. Beryllium (ppb)					4	4	Discharge from metal refineries and coal-burning factories; discharge from electrical, aerospace, and defense industries
14. Cadmium (ppb)					5	5	Corrosion of galvanized pipes; erosion of natural deposits; discharge from metal refineries; runoff from waste batteries and paints
15. Chromium (ppb)					100	100	Discharge from steel and pulp mills; erosion of natural deposits
16. Cyanide (ppb)					200	200	Discharge from steel/metal factories; discharge from plastic and fertilizer factories

17. Fluoride (ppm)					4	4.0	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at optimum levels between 0.7 and 1.3 ppm
18. Lead (point of entry) (ppb)					0	15	Residue from man-made pollution such as auto emissions and paint; lead pipe, casing, and solder
19. Mercury (inorganic) (ppb)					2	2	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
20. Nickel (ppb)					N/A	100	Pollution from mining and refining operations. Natural occurrence in soil
21. Nitrate (as Nitrogen) (ppm)					10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
22. Nitrite (as Nitrogen) (ppm)					1	1	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
23. Selenium (ppb)					50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
24. Sodium (ppm)					N/A	160	Salt water intrusion, leaching from soil
25. Thallium (ppb)					0.5	2	Leaching from ore-processing sites; discharge from electronics, glass, and drug factories
Synthetic Organic Contaminants including Pesticides and Herbicides							
26. 2,4-D (ppb)					70	70	Runoff from herbicide used on row crops
27. 2,4,5-TP (Silvex) (ppb)					50	50	Residue of banned herbicide

28. Alachlor (ppb)					0	2	Runoff from herbicide used on row crops
29. Atrazine (ppb)					3	3	Runoff from herbicide used on row crops
30. Benzo(a)pyrene (PAH) (nanograms/l)					0	200	Leaching from linings of water storage tanks and distribution lines
31. Carbofuran (ppb)					40	40	Leaching of soil fumigant used on rice and alfalfa
32. Chlordane (ppb)					0	2	Residue of banned termiticide
33. Dalapon (ppb)					200	200	Runoff from herbicide used on rights of way
34. Di(2-ethylhexyl) adipate (ppb)					400	400	Discharge from chemical factories
35. Di(2-ethylhexyl) phthalate (ppb)					0	6	Discharge from rubber and chemical factories
36. Dibromochloropropane (DBCP) (nanograms/l)					0	200	Runoff/leaching from soil fumigant used on soybeans, cotton, pineapples, and orchards
37. Dinoseb (ppb)					7	7	Runoff from herbicide used on soybeans and vegetables
38. Dioxin [2,3,7,8-TCDD] (picograms/l)					0	30	Emissions from waste incineration and other combustion; discharge from chemical factories
39. Diquat (ppb)					20	20	Runoff from herbicide use
40. Endothall (ppb)					100	100	Runoff from herbicide use
41. Endrin (ppb)					2	2	Residue of banned insecticide
42. Ethylene dibromide (nanograms/l)					0	20	Discharge from petroleum refineries
43. Glyphosate (ppb)					700	700	Runoff from herbicide use
44. Heptachlor (nanograms/l)					0	400	Residue of banned termiticide
45. Heptachlor epoxide (nanograms/l)					0	200	Breakdown of heptachlor

46. Hexachlorobenzene (ppb)					0	1	Discharge from metal refineries and agricultural chemical factories
47. Hexachlorocyclopentadiene (ppb)					50	50	Discharge from chemical factories
48. Lindane (nanograms/l)					200	200	Runoff/leaching from insecticide used on cattle, lumber, gardens
49. Methoxychlor (ppb)					40	40	Runoff/leaching from insecticide used on fruits, vegetables, alfalfa, livestock
50. Oxamyl [Vydate] (ppb)					200	200	Runoff/leaching from insecticide used on apples, potatoes and tomatoes
51. PCBs [Polychlorinated biphenyls] (nanograms/l)					0	500	Runoff from landfills; discharge of waste chemicals
52. Pentachlorophenol (ppb)					0	1	Discharge from wood preserving factories
53. Picloram (ppb)					500	500	Herbicide runoff
54. Simazine (ppb)					4	4	Herbicide runoff
55. Toxaphene (ppb)					0	3	Runoff/leaching from insecticide used on cotton and cattle
Volatile Organic Contaminants							
56. Benzene (ppb)					0	1	Discharge from factories; leaching from gas storage tanks and landfills
57. Carbon tetrachloride (ppb)					0	3	Discharge from chemical plants and other industrial activities
58. Chlorobenzene (ppb)					100	100	Discharge from chemical and agricultural chemical factories
59. o-Dichlorobenzene (ppb)					600	600	Discharge from industrial chemical factories
60. p-Dichlorobenzene (ppb)					75	75	Discharge from industrial chemical factories

61. 1,2 – Dichloroethane (ppb)					0	3	Discharge from industrial chemical factories
62. 1,1 – Dichloroethylene (ppb)					7	7	Discharge from industrial chemical factories
63. cis-1,2-Dichloroethylene (ppb)					70	70	Discharge from industrial chemical factories
64. trans – 1,2 – Dichloroethylene (ppb)					100	100	Discharge from industrial chemical factories
65. Dichloromethane (ppb)					0	5	Discharge from pharmaceutical and chemical factories
66. 1,2-Dichloropropane (ppb)					0	5	Discharge from industrial chemical factories
67. Ethylbenzene (ppb)					700	700	Discharge from petroleum refineries
68. Styrene (ppb)					100	100	Discharge from rubber and plastic factories; leaching from landfills
69. Tetrachloroethylene (ppb)					0	3	Discharge from factories and dry cleaners
70. 1,2,4 –Trichlorobenzene (ppb)					70	70	Discharge from textile-finishing factories
71. 1,1,1 – Trichloroethane (ppb)					200	200	Discharge from metal degreasing sites and other factories
72. 1,1,2 –Trichloroethane (ppb)					3	5	Discharge from industrial chemical factories
73. Trichloroethylene (ppb)					0	3	Discharge from metal degreasing sites and other factories
74. Toluene (ppm)					1	1	Discharge from petroleum factories
75. Vinyl Chloride (ppb)					0	1	Leaching from PVC piping; discharge from plastics factories
76. Xylenes (ppm)					10	10	Discharge from petroleum factories; discharge from chemical factories

Stage 1 Disinfectants and Disinfection By-Products

For bromate, chloramines, or chlorine, the level detected is the the highest running annual average (RAA), computed quarterly, of monthly averages of all samples collected. For haloacetic acids or TTHM, the level detected is the highest RAA, computed quarterly, of quarterly averages of all samples collected if the system is monitoring quarterly or is the average of all samples taken during the year if the system monitors less frequently than quarterly. Range of Results is the range of individual sample results (lowest to highest) for all monitoring locations, including Initial Distribution System Evaluation (IDSE) results as well as Stage 1 compliance results.

Disinfectant or Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL or MRDL Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
77. Bromate (ppb)					MCLG = 0	MCL = 10	By-product of drinking water disinfection
78. Chloramines (ppm)					MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
79. Chlorine (ppm)					MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
80. Haloacetic Acids (five) (HAA5) (ppb)					NA	MCL = 60	By-product of drinking water disinfection
81. TTHM [Total trihalomethanes] (ppb)					NA	MCL = 80	By-product of drinking water disinfection

For chlorine dioxide, the level detected is the highest single daily sample collected at the entrance to the distribution system.

Acute MRDL violation: If any daily sample taken at the entrance to the distribution system exceeds the MRDL, and on the following day one or more of the three samples taken in the distribution system exceed the MRDL, then the system is in violation. In addition, failure to take samples in the distribution system the day following an exceedance of the chlorine dioxide MRDL at the entrance to the distribution is also considered an acute MRDL violation.

Nonacute MRDL violation: If any two consecutive daily samples taken at the entrance to the distribution system exceed the MRDL and all distribution system samples are less than the MRDL, the system is in violation of the MRDL.

Disinfectant and Unit of Measurement	Dates of Sampling (mo./yr.)	Acute Violations? (Y/N)	Non-Acute Violations? (Y/N)	Level Detected	MRDLG	MRDL (at the entrance to the distribution system)	Likely Source of Contamination
82. Chlorine Dioxide (ppb)					800	800	Water additive used to control microbes

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation (Y/N)	Highest Monthly Average (three sample set collected in the distribution system)	Highest average (three sample set collected in the distribution system) following a daily MCL exceedance at the entrance to the distribution system	MCLG	MCL	Likely Source of Contamination
83. Chlorite (ppm)					0.8	1.0	By-product of drinking water disinfection

When TOC levels are equal to or above 2.0 ppm use the format immediately below. The monthly TOC removal ratio is the ratio between the actual TOC removal and the required TOC removal.

Contaminant and Unit of Measurement	Dates of sampling (mo/yr)	TT Violation Y/N	Lowest Running Annual Average, Computed Quarterly, of Monthly Removal Ratios	Range of Monthly Removal Ratios	MCLG	MCL	Likely Source of Contamination
84a. Total organic carbon					N/A	TT	Naturally present in the environment

When TOC levels are below 2.0 ppm use the format below.

Contaminant and Unit of Measurement	Dates of sampling (mo/yr)	TT Violation Y/N	Level Detected	Range of Monthly Removal Ratios	MCLG	MCL	Likely Source of Contamination
84b. Total organic carbon		N	Less than 2.0	N/A	N/A	TT	Naturally present in the environment

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	AL Exceeded (Y/N)	90th Percentile Result	No. of sampling sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Lead and Copper (Tap Water)							
85. Copper (tap water) (ppm)					1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
86. Lead (tap water) (ppb)					0	15	Corrosion of household plumbing systems, erosion of natural deposits

Contaminant	TT Violation Y/N	Level Detected	Range	MCLG	MCL	Likely Source of Contamination
Acrylamide and Epichlorohydrin						
87. Acrylamide		N/A	N/A	0	TT	Added to water during sewage/wastewater treatment
88. Epichlorohydrin		N/A	N/A	0	TT	Discharge from industrial chemical factories; an impurity of some water treatment chemicals

Unregulated Contaminants						
Contaminant	Level Detected	Range	Likely Source of Contamination			

Note: Secondary contaminants results *must* be included in a table separate from the results for the above contaminants. Do not include secondary contaminants results in the same table as results for the above contaminants.

SECONDARY CONTAMINANTS TABLE

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Highest Result	Range of Results	MCLG	MCL	Likely Source of Contamination
Secondary Contaminants							
1. Aluminum (ppm)						0.2	Natural occurrence from soil leaching
2. Chloride (ppm)						250	Natural occurrence from soil leaching
3. Color (color units)						15	Naturally occurring organics
4. Copper (ppm)						1	Corrosion byproduct and natural occurrence from soil leaching
5. Fluoride (ppm)						2.0	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at optimum levels between 0.7 and 1.3 ppm
6. Foaming Agents (ppm)						0.5	Pollution from soaps and detergents
7. Iron (ppm)						0.3	Natural occurrence from soil leaching
8. Manganese (ppm)						0.05	Natural occurrence from soil leaching
9. Odor (threshold odor number)						3	Naturally occurring organics
10. Silver (ppm)						0.1	Natural occurrence from soil leaching
11. Zinc (ppm)						5	Natural occurrence from soil leaching
12. Sulfate (ppm)						250	Natural occurrence from soil leaching
13. Total Dissolved Solids (ppm)						500	Natural occurrence from soil leaching

Section 8 – Reporting Violations

- 1) If your system had an MCL violation for monitoring subject to CCR reporting requirements, you must include health effects language word-for-word as provided in Section 8 Instructions of the template. You must also provide an explanation of the violation.

- 2) If your system had certain other state or federal violations that occurred over the past year, you must provide an explanation of the violation(s). See section 8 Instructions of the template.

3) For surface water and UDI systems which have failed to install adequate filtration or disinfection equipment or processes, or have had a failure of such equipment or processes which constitutes a violation, the following language is required to be in the CCR report:

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Section 9 – Special Notice Requirements for the Ground Water Rule

Refer to section 9 Instructions of the template.

Section 10 – Reporting Detections of Arsenic, Nitrates, *Cryptosporidium*, and Radon

If you had detections of arsenic, nitrates, *Cryptosporidium*, or radon, this section may be applicable. If you had detection(s) at the level(s) specified below, you will be required to include the informational statement(s) about the impact of the contaminant(s), as directed below. In addition, a system may include its own educational statement to describe what the system is doing to address these concerns. However, expect the educational statement to be reviewed for approval by FDEP/DOH.

- (A) A system that detects arsenic above 0.005 mg/L and up to and including 0.010 mg/L must include in its report a short informational statement about arsenic, using language such as:

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 costs 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.

If a system does additional testing for Arsenic beyond that required, they shall report any detections above .005 mg/L to the FDEP and include any detects for the additional arsenic monitoring result(s) in their Non-Secondary Contaminants Table. Test results for the next calendar year must be discussed separately outside the table.

- (B) If your system detected nitrates at level(s) within the range specified below, the language in the paragraph below is required.

Range: from above 5 mg/l up to and including the MCL:

Nitrate in drinking water at levels above 10 ppm is a health risk for infants of 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.

- (C) Systems that have performed any monitoring for Cryptosporidium must indicate that Cryptosporidium may be present in the source water or the finished water. Such systems must also include the summary of the results and an explanation of their significance. You may provide an explanation in your own words or use the language provided below.

We constantly monitor the water supply for various contaminants. We have detected Cryptosporidium in the _____ (finished water or source water). We detected this contaminant in _____ out of _____ samples tested. We believe it is important for you to know that Cryptosporidium may cause serious illness in 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. These people should seek advice from their health care providers.

- (D) Systems that have performed any monitoring for radon that indicates that radon may be present in the finished water must include the results of the monitoring and an explanation of the significance of the results. You may provide an explanation in your own words or use the language provided below:

We constantly monitor the water supply for various contaminants. We have detected radon in the finished water supply in _____ out of _____ samples tested. There is no federal regulation for radon levels in drinking water. Exposure to air-transmitted radon over a long period may cause adverse health effects.

Section 11 – Required Language

- (A) Lead-specific information: Every report must include the following short informational statement about lead in drinking water and its effects on children:**

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 UTILITY] 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 or at <http://www.epa.gov/safewater/lead>.

(B) Insert the following required language word for word.

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 stormwater 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 stormwater 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 stormwater 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, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Section 12 (Optional) – Language for Detections of Coliform, Nitrates, and Lead

If applicable, you may wish to use explanation(s) similar to the following optional language. The language below might be appropriate if your system had a violation or detection of total coliform, nitrates, or lead.

Important note: Do not use explanations that do not fit your situation. Also, language such as this would be used in addition to any required language, not instead of any required language.

Total Coliform: The Total Coliform Rule requires water systems to meet a stricter limit for coliform bacteria. Coliform bacteria are usually harmless, but their presence in water can be an indication of disease-causing bacteria. When coliform bacteria are found, special follow-up tests are done to determine if harmful bacteria are present in the water supply. If this limit is exceeded, the water supplier must notify the public by newspaper, television or radio. To comply with the stricter regulation, we have increased the average amount of chlorine in the distribution system.

Nitrates: As a precaution we always notify physicians and health care providers in this area if there is ever a higher than normal level of nitrates in the water supply.

Lead: Lead in drinking water is rarely the sole cause of lead poisoning, but it can add to a person's total lead exposure. All potential sources of lead in the household should be identified and removed, replaced or reduced.

Section 13 – Variances and Exemptions Issued by the State

Refer to Section 13 of the instructions.

Section 14 (Optional) – Language Regarding Future Expansion and/or Rate Increases

This section provides optional language for use in informing your customers about the system, future expansion and/or rate increases.

In our continuing efforts to maintain a safe and dependable water supply, it may be necessary to make improvements in your water system. The costs of these improvements may be reflected in the rate structure. Rate adjustments may be necessary in order to address these improvements.

Thank you for allowing us to continue providing your family with clean, quality water this year. In order to maintain a safe and dependable water supply, we sometimes need to make improvements that

will benefit all of our customers. These improvements are sometimes reflected as rate structure adjustments. Thank you for understanding.

Section 15 – Required Vulnerable Population Language

Include this required 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 infections. 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 microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Section 16 – Voluntary Monitoring

If your system has detected contaminants for which monitoring is not required by regulation, the EPA strongly encourages systems to report any results that may indicate a health concern; however, these results must not be reported in the Non-Secondary or Secondary Contaminants Tables.

Section 17 – Information for Surface Water and UDI Systems Only

Refer to section 17 of the instructions.

Section 18 (*Optional*) – Closing Language

Optional language to end your report on a positive note. You may wish to use one or more of the sentences below, or write your own sentence(s).

*“We at (**name of system**) work around the clock to provide top quality water to every tap,” said (**name of water official**). We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children’s future.*

*We at (**name of system**) would like you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to insuring the quality of your water. If you have any questions or concerns about the information provided, please feel free to call any of the numbers listed.*