

## **2017 CONSUMER CONFIDENCE REPORT CHECKLIST**

The Consumer Confidence Report (CCR), also known as the annual Water Quality Report, provides the water utility an opportunity to communicate with water customers and promote the value and high quality of public drinking water. The CCR contains important required information on detected chemical contaminants. Water systems may use the CCR to provide information about the water utility and services. Consider explaining the operation of your water system, cross-connection program, water flushing program, water conservation, drought management program, emergency preparedness for loss of water, source water protection and information on lead in drinking water.

The Tennessee Division of Water Resources (DWR) now accepts email delivery of the Consumer Confidence Report. You may submit CCRs as PDF documents (Adobe PDF format) via email to [DWRWater.Compliance@tn.gov](mailto:DWRWater.Compliance@tn.gov). Please enter your water system's name, "2017 CCR," and your water system's PWSID# in the subject line of the email (e.g., Burlington 2017 CCR, TN0000123). USPS mail and other carriers are still valid delivery methods for sending CCRs to DWR by July 1. The Environmental Protection Agency (EPA) content requirements for the 2017 Water Quality Report remain the same as last year.

Community water systems are saving money by delivering the annual Consumer Confidence Report electronically. Last year, 131 of 461 (28%) Community Water Systems delivered their Water Quality Report electronically (printing the CCR message and website URL address on water bills). If you are considering electronic delivery, please review the electronic delivery requirements on page eight of the 2017 CCR Checklist. Submit a copy of the CCR to DWR by July 1, 2018. Mailing the CCR to customers or publishing the CCR in the newspaper (systems under 10,000) are still acceptable CCR delivery methods. A signed CCR Certification Form must be delivered to DWR by October 1.

If your water system did a Level 1 or Level 2 assessment in 2017 for the Revised Total Coliform Rule (RTCR), specific CCR language is required. See Appendix D for the RTCR CCR language requirements.

Water systems can assist the nationwide effort to combat medication misuse by promoting proper pill disposal. Help reduce the amount of pharmaceutical products being flushed down drains or added to landfills by promoting the local prescription drug disposal program in your Water Quality Report. The Tennessee Department of Environment and Conservation provides permanent medication collection boxes at more than 250 locations. Explain proper disposal methods and provide contact information in the CCR. These common contaminants, if not properly disposed, can end up in the drinking water source (streams, lakes or groundwater). Informed citizens will help protect your water source by properly disposing out-of-date, unused or unwanted prescriptions and over-the-counter drugs. See Appendix C for sample text and artwork.

The 2017 CCR Checklist is provided as a guidance tool to assist you in meeting the requirements of the Consumer Confidence Report Rule. It is not all inclusive. The water system is responsible for producing a CCR that meets the requirements of Division of Water Resources (DWR) Rule 0400-45-1-.35. If you have questions concerning the content, production, or delivery of your CCR, please call the Division of Water Resources regional field office (888-891-8332) or Wayne Muirhead at the DWR central office (615-253-4067). See Appendix A for links to CCR guidance from EPA, American Water Works Association (AWWA) and Tennessee Association of Utility Districts (TAUD).

**The following elements should be included in the CCR.**

**1. Source of Water.**

- A. Type of Water (e.g., surface water, groundwater).
- B. Common Name (e.g., 5 deep wells pump water from the Memphis Sands Aquifer, the Duck River).
- C. Availability of a source water assessment and a brief summary of the system's susceptibility to potential sources of contamination. The new URL address for Source Water Assessments is: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> Printing the URL address in the CCR is optional.
- D. A wellhead protection plan may be described if applicable.

**2. Required Additional Information (paragraph A, paragraph B or comparable language, and paragraph C must be included in the CCR).**

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

B. *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:*

- *Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.*
- *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.*
- *Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.*
- *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.*
- *Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.*

C. *In order to ensure that tap water is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.*

### 3. Required Additional Health Information.

- A. The following paragraph about the vulnerability of some populations to contaminants in drinking water must be in the CCR:

*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 microbial contaminants are available from the Safe Drinking Water Hotline at 800-426-4791.*

- B. The informational statement about lead in drinking water must be in the CCR:

*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>*

- C. (Ground Water Systems Only) Any ground water system must inform its customers of any fecal indicator-positive ground water source samples or any significant deficiency that is uncorrected at the time of the CCR. The CCR must include the following elements:

- i. The nature of the particular significant deficiency or the source of the fecal contamination (if known) and the date the significant deficiency was identified by DWR or the dates of the fecal indicator-positive ground water source samples;
- ii. Explain how the fecal contamination in the ground water source has been addressed under Rule 0400-45-01-.40(4) and the date of such action;
- iii. For each significant deficiency or fecal contamination in the ground water source that has not been addressed under Rule 0400-45-01-.40(4), give the approved plan and schedule for correction, including interim measures, progress to date, and any interim measures completed;
- iv. If the system receives notice of a fecal indicator-positive ground water source sample, the potential health effects language must be included, “*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. Information for non-English Speaking Populations.**

If your community has a significant non-English speaking population the CCR shall provide information in the language of the non-English speaking population. (e.g., *Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.*)

**5. Information on Public Participation.**

The water system shall provide a statement on opportunities for public participation. (e.g., *Our Water Board meets at 7 p.m. at City Hall on the last Thursday of every month. Please feel free to participate in these meetings.*)

**6. Name and Phone Number of the Water System's Main Contact Person.**

(e.g., *For more information about your drinking water, please contact John Smith at 890-123-4567.*)

**7. Tables of Detected Regulated and Unregulated Contaminants.**

- A. Include contaminants subject to an MCL, MRDL, Action Level (AL) or Treatment Technique (TT). Report the numerical values that are used for compliance with the regulated contaminant. Express all numerical values in the units indicated in Appendix A to the CCR Rule 0400-45-01-.35. Express MCLG in same units as MCL.
- B. Include sample results for calendar year 2017. If a contaminant is monitored less than annually, then give the most recent monitoring results and the year of monitoring. Do not report monitoring results more than 5 years old.
- C. List in the table the likely sources of detected contaminants from Appendix A of the CCR Rule 0400-45-01-.35.
- D. Listing chemical data in the table:
  - i. For regulated detected contaminants, give the highest level detected and range (lowest value to highest value) in the same values that compliance is based.
  - ii. For contaminants with compliance based on a Locational Running Annual Average (LRAA, e.g., TTHMs and HAA5s) give the highest LRAA calculated during the year for the "Level Detected" and give the "Range" of all individual values for the year. If there were no MCL violations, this is sufficient. See Appendix B for examples of reporting MCL exceedances in the contaminant table.
  - iii. Place detected unregulated contaminants in a table separate from the regulated contaminant table. Give the average of values detected and range (lowest value to highest value). Add the following language under the table, "*Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. For additional information call the Safe Drinking Water Hotline at (800) 426-4791.*"
- E. Turbidity, if applicable.
  - i. Give the highest single measurement (e.g., *.90 in "level detected" column, .06-.90 in "range" column*)
  - ii. Give the lowest monthly percentage of samples meeting the turbidity limits as a footnote (e.g., *We met the treatment technique for turbidity with 98% of monthly samples below the turbidity limit of 0.3 NTU.*)
  - iii. Include an explanation of the reasons for measuring turbidity (e.g. *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.*)

- F. Total Organic Carbon, if applicable. Report the percent removal achieved for the “Level Found” and specify the percent removal required for the treatment technique level, e.g., 40% removal (35% required). Alternatively, add a footnote to the Total Organic Carbon (TOC)\* in the table as follows, “\*We met the Treatment Technique requirement for Total Organic Carbon in 2017.”
- G. Lead and Copper.
- i. Give the 90<sup>th</sup> percentile values for the most recent round of sampling, e.g., 90<sup>th</sup>% = 4.3.
  - ii. Give the number of sample sites exceeding the action level in the table or in a footnote, e.g., *\*During the most recent round of lead and copper testing, 0 out of 20 households sampled contained concentrations exceeding the action level.*
  - iii. Give the health effects language for lead or copper if the action level was exceeded.
- H. Microbial Contaminants. **See Appendix D for the Revised Total Coliform Rule CCR Requirements.**
- i. If you collect <40 samples per month, give the highest monthly # of positive samples.
  - ii. If you collect at least 40 samples per month, give the highest monthly percentage of positive samples.
  - iii. If you are a ground water system and had a fecal indicator-positive ground water source sample, list the number of positive fecal indicator samples in the contaminant table.
  - iv. Give the total number of positive E. coli samples if applicable.
- I. Cryptosporidium, if applicable.
- i. Give a summary of the results if monitoring occurred in 2017.
  - ii. Give an explanation on the significance if you had positive results (e.g., *Cryptosporidium is a microbial parasite which is found in surface water throughout the U.S. Although Cryptosporidium can be removed by filtration, the most commonly used filtration methods cannot guarantee 100 percent removal. Monitoring of our source water indicated the presence of cryptosporidium in X out of X samples tested. 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 illness. Immuno-compromised individuals are encouraged to consult their doctor regarding appropriate precautions to take to prevent infection. For more information on Cryptosporidium, contact the Safe Drinking Water Hotline (800-426-4791).*
- J. Radon. If a PWS finds radon in its finished water, the report must include the monitoring results and an explanation of the significance of these results.  
A possible explanation is provided below:  
*Radon is a naturally-occurring gas present in some groundwater. Inhaling radon has been linked to lung cancer and may pose a health risk when inhaled after the release from water into the air. This inhalation could occur during showering , bathing, washing dishes, or washing clothes. The Radon gas release from drinking water is a relatively small part of the total Radon found in air. One major source of Radon gas is from the soil, where the gas can seep through the foundations of homes. It is not clear whether ingested (i.e. taken through the mouth) Radon contributes to cancer or other adverse health conditions. If you are concerned about Radon in your home, tests are available to determine the total exposure level. For additional information on home testing contact (insert name of local health department).*
- K, Fluoride. For systems that add fluoride give the average of quarterly compliance samples as the “level detected” and lowest to highest values as the range. For systems that do not add fluoride, source water monitoring are not required to be included in the CCR as the intent of the annual water quality report is to provide information to consumers on the quality of water delivered to their taps.

- L. Sodium. Give level detected.
- M. **The table must clearly indicate violations of MCL, TT or AL. Monitoring and reporting violations should not be listed in the Contaminant Table.** Monitoring and reporting violations should be explained in a paragraph outside of the contaminant table. If a complete Tier 3 Public Notice (PN) is being delivered to customers via the CCR, the PN is all that is required.
- N. Results of contaminants not detected should not be listed in the contaminant table.
- O. Results of voluntary monitoring should be placed in a separate table.

**8. Informational Statements on Arsenic, Nitrate, and Total Trihalomethanes if Applicable.**

- A. Arsenic. If arsenic is detected  $>0.005$  mg/L but  $\leq 0.010$  mg/L, you must include:  
*While your drinking water meets EPA's standards 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.*
- B. Nitrate. If nitrate is detected  $>5$  mg/L but below the MCL, you must include:  
*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. Total Trihalomethanes. Systems that detect any individual values of total trihalomethanes (TTHM) greater than 0.080 mg/L must include the health effects language for TTHMs:  
*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.*

**9. Compliance with National Primary Drinking Water Regulations (NPDWR).**

- A. Report any violation that occurred during the year and give a clear and readily understandable explanation of the violation, any potential adverse health effects (mandatory language), and actions taken by the system to address the violation.
- B. Report any monitoring or reporting violations.
- C. Filtration or disinfection violations shall include the following language: *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.*

**10. Variances and Exemptions.** If operating under the terms of a variance or exemption, explain the reasons for the variance or exemption, date issued, status report, and opportunity for public input in the next review.

**11. Definitions.** Define only the abbreviations or acronyms used in the CCR.

- A. MCL - Maximum Contaminant Level, or 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.
- B. MCLG - Maximum Contaminant Level Goal, or 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.

- C. MRDL - Maximum Residual Disinfectant Level, or the highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for the control of microbial contaminants.
- D. MRDLG - Maximum Residual Disinfectant Level Goal, or 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.
- E. AL - Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow.
- F. TT - Treatment Technique, or a required process intended to reduce the level of a contaminant in drinking water.
- G. BDL – Below Detection Limit.
- H. Units of Measure – Give definitions for any units of measure used in the CCR:
  - i. Ppm or mg/L—Parts per million or milligrams per liter, explained in terms of money as one penny in \$10,000.
  - ii. ppb or micrograms/L—Parts per billion or micrograms per liter, explained in terms of money as one penny in \$10,000,000.
  - i. pCi/L (picocuries per liter).
  - ii. NTU—Nephelometric Turbidity Units—Turbidity is a measure of the clarity of the water. Turbidity in excess of 5 NTUs is just noticeable to the average person.
- I. Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
- J. Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E.coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**12. Report Delivery and Record Keeping. (New: CCRs, CCR Certification Forms, CCR Wholesale Certification Forms and documentation may be submitted to DWR as pdf documents attached to an email sent to [DWRWater.Compliance@tn.gov](mailto:DWRWater.Compliance@tn.gov) Please enter the water system name, document description, and PWSID# in the subject line of the email, (e.g., Burlington Water System 2017 CCR, TN0000123).**

- A. Proofread the CCR several times to check for errors before delivering to printer, customers or the newspaper.
- B. Send a copy of the CCR to DWR and deliver the CCR to all customers by July 1.
- C. Send a copy of the CCR Certification form to DWR by October 1 every year. (If possible, send the Certification form to DWR with the CCR by July 1.)
- D. Wholesale systems must send a copy of their CCR Water Quality Data to purchasing systems by April 1 every year. Wholesale systems shall certify to DWR by April 1 every year that they have delivered this information to purchasing water systems. A Wholesale CCR Certification form is in Appendix E.
- E. Water systems must make a “good-faith” effort to reach non-bill paying customers. The CCR Certification form delivered to DWR should include the following.
  - i. Provide a list of agencies the CCR was distributed to (e.g., apartments, factories, nursing homes, etc.).
  - ii. Provide a list of locations where copies may be viewed by the public (e.g., libraries, city hall, water utility office).
  - iii. Provide a list of media issued a press release of the CCR (TV, Radio, Social Media).
- F. Water Systems serving >100,000 people shall post the CCR on their Website.

- G. All systems now have the option of electronic delivery of the CCR. Certain electronic delivery methods and procedures are required. Please review the acceptable electronic delivery methods in the EPA document, *Safe Drinking Water Act—Confidence Report Delivery Options Memorandum*, available on the EPA’s CCR website page: <https://www.epa.gov/sites/production/files/2015-12/documents/ccrdeliveryoptionsmemo.pdf>
- Also, please review the following Tennessee DWR electronic delivery requirements:**
- i. Systems using electronic delivery as the primary delivery method shall inform customers on the water bill or mailed notification how they can request a mailed copy of the CCR. The notification shall include a water system phone number.
  - ii. The Uniform Resource Locator (URL) printed on the water bill or notification must take customers directly to the CCR on a publicly available site on the internet where it can be viewed and/or downloaded. (URL shortening services (bit.ly, goo.gl, TinyURL) are acceptable to reduce the number of URL characters printed on the water bill.)
  - iii. The water bills or notifications shall include a short statement about water quality to encourage the readership of the 2017 Water Quality Report.
  - iv. Systems using electronic delivery by printing the URL on water bills mailed to customers shall print the URL, short CCR statement, and option to request a mailed copy of the CCR on a minimum of three consecutive monthly mailed notifications to customers. The first notification shall be delivered in the month of June or earlier.
  - v. Systems shall keep a list of all customers requesting hard copies of CCRs and the date the CCR was mailed and/or delivered to the customer.
  - vi. Water systems using email billing may use email notifications as an approved method for the electronic delivery of the 2017 CCR. Please keep detailed standard operating procedures if using email notifications for the electronic delivery of CCRs.
  - vii. If you are aware of a customer’s inability to receive a CCR by the electronic delivery method used, the system must provide the CCR to the customer by an alternative method allowed by the CCR Rule.
  - viii. Systems using electronic delivery methods shall mail or deliver a hard copy of the CCR, copy of the water bill or other mailed notification used to deliver the CCR and the CCR Certification Form to the Division of Water Resources by the due dates.
- H. Water Systems serving <10,000 persons may use the local newspaper to meet the CCR delivery requirements as follows:
- i. Systems shall publish a pre-notification in the newspaper and/or the utility bill containing the following information:
    - a. The CCR will not be mailed to each customer.
    - b. The CCR will be printed in the [NAME OF NEWSPAPER] on [GIVE DATE].
    - c. Call [GIVE PHONE #] to request a copy of the CCR.
  - ii. Publish the CCR in the local newspaper.
- I. Water Systems serving <500 persons may meet the CCR delivery requirements by providing notice by mail, hand delivery, or another method such as posting a notice in an appropriate location (e.g., laundry room, mail room). This annual notice shall inform the customers that the CCR is available upon request from the main office or system manager.
- J. Water systems shall retain copies of their CCRs for no less than 3 years.



## **Appendix A. Website Links to Consumer Confidence Report Guidance**

1. Tennessee Public Water System Rules including CCR Rule 0400-45-01-.35  
<http://publications.tnsosfiles.com/rules/0400/0400-45/0400-45.htm>
2. EPA Guidance on Preparing your CCR for Water Suppliers  
[http://www.epa.gov/sites/production/files/2014-05/documents/guide\\_ccr\\_forwatersuppliers.pdf](http://www.epa.gov/sites/production/files/2014-05/documents/guide_ccr_forwatersuppliers.pdf)
3. AWWA Best Practices Guidance for Electronic Delivery of the CCR  
<http://www.awwa.org/Portals/0/files/legreg/documents/eCCRBESTPracticesGuide2013.pdf>
4. Tennessee Association of Utility Districts offers complete CCR services  
<http://www.taud.org/Resources/Downloads/StartPage.aspx>

**Appendix B. Example of Stage 2 DBP LRAA MCL Violations in the Contaminant Table**

1. **Example demonstrates reporting for multiple sampling sites and multiple sampling dates for TTHM with an MCL exceedance at one location:**

Monitoring	MCL	MCLG	Your Water	Range	Sample Year	Violation	Typical source
<b>TTHM System (ppb)</b>	80	NA	81 (highest LRAA at Site 4)	40 – 135		Yes	Byproduct of drinking water disinfection

Under Stage 2 DBPR, for TTHM and HAA5, systems with no LRAA MCL exceedances or only one location with an exceedance, must report the highest LRAA and the range of quarterly results (for all locations) in their main detected contaminant table.

2. **Example demonstrates reporting for multiple sampling sites and multiple sampling dates for TTHM with an MCL exceedance at more than one location:**

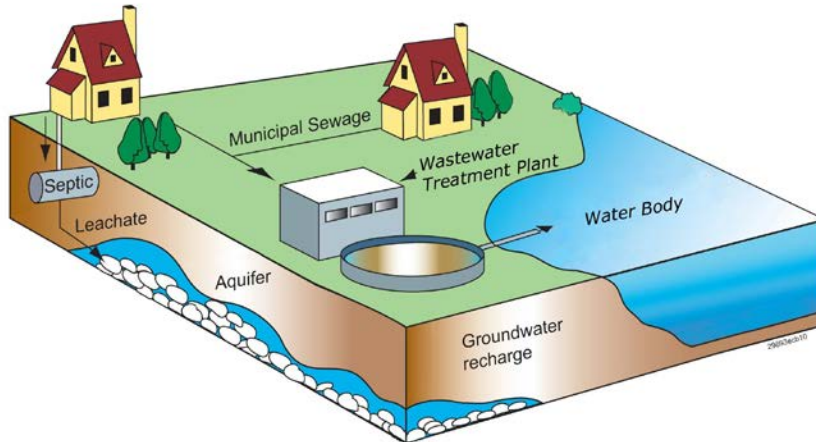
Monitoring	MCL	MCLG	Your Water	Range	Sample Year	Violation	Typical source
<b>TTHM System (ppb)</b>	80	NA	88 (highest LRAA)	40- 135	2017	See Sites 1 and 4	Byproduct of drinking water disinfection
<b>TTHM Site 1 (ppb)</b>	80	NA	88	62 - 125	2017	Yes	Byproduct of drinking water disinfection
<b>TTHM Site 4 (ppb)</b>	80	NA	82	50 - 135	2017	Yes	Byproduct of drinking water disinfection

Under Stage 2 DBPR, for TTHM and HAA5, systems must report the highest LRAA and the range of quarterly results (for all locations) in their main detected contaminant table. In addition, systems with an LRAA MCL exceedance at more than one location, must report the LRAA for each location that exceeded the MCL

## Appendix C. Sample of Copy and Artwork for Drug Disposal Program

### **Think before you flush!**

Flushing unused or expired medicines can be harmful to your drinking water. Properly disposing of unused or expired medication helps protect you and the environment. Keep medications out of Tennessee's waterways by disposing in one of our permanent pharmaceutical take back bins. There are nearly 100 take back bins located across the state, to find a convenient location please visit: <http://tdeconline.tn.gov/rxtakeback/>



*Note: Artwork is provided if you would like to use but it is not required.*

## **Appendix D. CCR Rule Requirements of Revised Total Coliform Rule (RTCR)**

### **7. Systems required to comply with Rule 0400-45-01-.41.**

- (i) Any system required to comply with the Level 1 assessment requirement or a Level 2 assessment requirement that is not due to an E. coli MCL violation must include in the report the text found in items (I), (II), and (III) of this subpart as appropriate, filling in the blanks accordingly, and the text found in subitems (IV)I and II of this subpart if appropriate.
  - (I) Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.
  - (II) During the past year we were required to conduct [INSERT NUMBER OF LEVEL 1 ASSESSMENTS] Level 1 assessment(s). [INSERT NUMBER OF LEVEL 1 ASSESSMENTS] Level 1 assessment(s) were completed. In addition, we were required to take [INSERT NUMBER OF CORRECTIVE ACTIONS] corrective actions and we completed [INSERT NUMBER OF CORRECTIVE ACTIONS] of these actions.
  - (III) During the past year [INSERT NUMBER OF LEVEL 2 ASSESSMENTS] Level 2 assessments were required to be completed for our water system. [INSERT NUMBER OF LEVEL 2 ASSESSMENTS] Level 2 assessments were completed. In addition, we were required to take [INSERT NUMBER OF CORRECTIVE ACTIONS] corrective actions and we completed [INSERT NUMBER OF CORRECTIVE ACTIONS] of these actions.
  - (IV) Any system that has failed to complete all the required assessments or correct all identified sanitary defects is in violation of the treatment technique requirement and must also include one or both of the following statements, as appropriate:
    - 1. During the past year we failed to conduct all of the required assessment(s).
    - 2. During the past year we failed to correct all identified defects that were found during the assessment.
- (ii) Any system required to conduct a Level 2 assessment due to an E. coli MCL violation must include in the report the text found in items (I) and (II) of this subpart, filling in the blanks accordingly, and the text found in subitems (III)I and II of this subpart, if appropriate..

- (I) E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems. We found E. coli bacteria, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.
- (II) We were required to complete a Level 2 assessment because we found E.coli in our water system. In addition, we were required to take [INSERT NUMBER OF CORRECTIVE ACTIONS] corrective actions and we completed [INSERT NUMBER OF CORRECTIVE ACTIONS] of these actions.
- (III) Any system that has failed to complete the required assessment or correct all identified sanitary defects is in violation of the treatment technique requirement and must also include one or both of the following statements, as appropriate:
  - I. We failed to conduct the required assessment.
  - II. We failed to correct all sanitary defects that were identified during the assessment that we conducted.
- (iii) If a system detects E. coli and has violated the E. coli MCL, in addition to completing the table as required in part (d)4 of this paragraph, the system must include one or more of the following statements to describe any noncompliance, as applicable:
  - (I) We had an E. coli-positive repeat sample following a total coliform-positive routine sample.
  - (II) We had a total coliform-positive repeat sample following an E. coli-positive routine sample.
  - (III) We failed to take all required repeat samples following an E. coli-positive routine sample.
  - (IV) We failed to test for E. coli when any repeat sample tests positive for total coliform.
- (iv) If a system detects E. coli and has not violated the E. coli MCL, in addition to completing the table as required in part (d)4 of this paragraph, the system may include a statement that explains that although they have detected E. coli, they are not in violation of the E. coli MCL.

## **Appendix E. Consumer Confidence Report (CCR) Certification Forms**

The following four CCR Certification Forms are in Adobe PDF format. Three CCR certification forms vary in content based on the size of population served and CCR delivery requirements. There is one CCR certification form for wholesale water systems.

If you would like a Consumer Confidence Report Certification Form in Microsoft Word format, please request from Wayne Muirhead ([wayne.muirhead@tn.gov](mailto:wayne.muirhead@tn.gov) or 615-253-4067).

CCR Certification Forms may be submitted in PDF format to the Division of Water Resources via email to [DWRWater.Compliance@tn.gov](mailto:DWRWater.Compliance@tn.gov).

If you submit the Certification Form attached to an email, please enter your water system's name, "CCR Certification Form", and your water system's PWSID# in the subject line of the email (e.g., Burlington 2017 CCR Certification Form, TN0000123).



**STATE OF TENNESSEE**  
**DEPARTMENT OF ENVIRONMENT AND CONSERVATION**  
**DIVISION OF WATER RESOURCES**  
WILLIAM R SNODGRASS TENNESSEE TOWER  
312 ROSA L. PARKS AVENUE, 11<sup>TH</sup> FLOOR  
NASHVILLE, TENNESSEE 37243  
PHONE (615) 532-0625 FAX (615) 532-0686

**CCR Certification for Community Water Systems with Populations < 501**

*(Water systems under 500 are required to provide notice to customers that the Consumer Confidence Report is available.)*

**Water System Name:** \_\_\_\_\_

**PWSID Number:** \_\_\_\_\_ **CCR for Calendar Year:** \_\_\_\_\_

The community water system hereby confirms that appropriate notice of the availability of the Consumer Confidence Report has been distributed to customers. Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency.

**Approved CCR distribution methods are outlined below. (Check all that apply.)**

- \_\_\_\_\_ Distributed the CCR by direct delivery. (Attach copy of CCR and specify method of delivery.)
- \_\_\_\_\_ Provided notice to customers by mail, door-to-door delivery, or by posting in an appropriate location (laundry room, mail room, clubhouse, entrance bulletin board, etc.) that the CCR is available upon request. (Attach CCR and list how notification was delivered to customers.)
- \_\_\_\_\_ Published the CCR in the local newspaper(s). (Attach newspaper page containing CCR.)
- \_\_\_\_\_ Mailed the CCR to customers within the service area. (Attach CCR and mail receipt.)
- \_\_\_\_\_ Distributed the CCR by electronic delivery methods. URL: \_\_\_\_\_  
 Mailed, hand delivered, or posted notice to customers a notification containing the URL address that will direct customers directly to the CCR on a publicly available site on the internet. (Attach a copy of the CCR.)
- \_\_\_\_\_ Email or other electronic method.  
 Explain email method in detail: \_\_\_\_\_

**In addition to the above distribution method(s), the following “Good Faith” efforts were used to reach non-bill paying consumers. (Check all that apply and attach lists.)**

- \_\_\_\_\_ Posted CCR in public places: (City Hall, Library, Water Office, Post Office, etc.)
- \_\_\_\_\_ Delivered multiple copies to single bill addresses serving several persons: (apartments, condominiums, nursing and/or assisted living centers, businesses, factories, etc.)
- \_\_\_\_\_ Posted the CCR on the Internet at: \_\_\_\_\_
- \_\_\_\_\_ Electronic newsletter, listserv, social media outlets \_\_\_\_\_
- \_\_\_\_\_ Other: \_\_\_\_\_

**I hereby certify that the information provided is true and correct:**

Name (Print): \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Phone #: \_\_\_\_\_ Date: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

**CCRs must be delivered by July 1. CCR Certification Forms must be signed and delivered by Oct. 1 to:**  
 Consumer Confidence Report Rule Coordinator, Division of Water Resources, William R Snodgrass Tennessee Tower, 312 Rosa L. Parks Avenue, 11<sup>th</sup> Floor, Nashville, Tennessee, 37243  
 Or email to [DWRWater.Compliance@tn.gov](mailto:DWRWater.Compliance@tn.gov) please enter your water system’s name, “CCR Certification Form”, and your water system’s PWSID# in the subject line of the email (e.g., Burlington 2017 CCR Certification Form, TN0000123)



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**CCR Certification for Community Water Systems with Populations 501-9,999**

*(Water Systems with mailing waivers for the direct delivery of the Consumer Confidence Report to customers.)*

**Water System Name:** \_\_\_\_\_  
**PWSID Number:** \_\_\_\_\_ **CCR for Calendar Year:** \_\_\_\_\_

The community water system indicated above hereby confirms that the Consumer Confidence Report has been distributed to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency.

**Approved CCR distribution methods are outlined below. (Check all that apply.)**

- \_\_\_\_\_ Published the CCR in the local newspaper(s). (Attach Newspaper page containing CCR.)
- \_\_\_\_\_ Informed customers the CCR will not be mailed. (Check methods of pre-notification below.)
  - \_\_\_\_\_ Printed pre-notification in the Newspaper prior to publishing the CCR. (Attach newspaper page containing the pre-notification.)
  - \_\_\_\_\_ Printed pre-notification on the water bill. (Attach a copy of the Water Bill.)
- \_\_\_\_\_ Mailed the CCR to customers within the service area. (Attach CCR and mail receipt.)
- \_\_\_\_\_ Distributed CCR by direct delivery (door-to-door). (Attach copy of CCR and specify method.)
- \_\_\_\_\_ Distributed the CCR by electronic delivery methods. URL: \_\_\_\_\_
  - \_\_\_\_\_ Mailed customers a notification containing the URL address that will take customers directly to the CCR on our website or on a publicly available site on the internet for three consecutive months. (Attach copies of the CCR and a water bill or other direct mail notification.)
  - \_\_\_\_\_ Email or other electronic method.
  - \_\_\_\_\_ Explain email method in detail: \_\_\_\_\_

**In addition to the above distribution method(s), the following "Good Faith" efforts were used to reach non-bill paying consumers. (Check all that apply and attach lists.)**

- \_\_\_\_\_ Posted CCR in public places: (City Hall, Library, Water Office, Post Office, etc.)
- \_\_\_\_\_ Delivered multiple copies to single bill addresses serving several persons: apartments, condominiums, nursing and/or assisted living centers, etc.).
- \_\_\_\_\_ Delivered to large businesses, factories or community organizations
- \_\_\_\_\_ Posted the CCR on the Internet at: \_\_\_\_\_
- \_\_\_\_\_ Issued press release on CCR to news media: (Television, Radio, etc.)
- \_\_\_\_\_ Electronic newsletter, listserv, social media outlets
- \_\_\_\_\_ Other: \_\_\_\_\_

**I hereby certify that the information provided is true and correct:**

Name (Print): \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Phone #: \_\_\_\_\_ Date: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

**CCRs must be delivered by July 1. CCR Certification Forms must be signed and delivered by Oct. 1 to:**

Consumer Confidence Report Rule Coordinator, Division of Water Resources, William R Snodgrass  
 Tennessee Tower, 312 Rosa L. Parks Avenue, 11<sup>th</sup> Floor, Nashville, Tennessee, 37243

Or email to [DWRWater.Compliance@tn.gov](mailto:DWRWater.Compliance@tn.gov) please enter your water system's name, "CCR Certification Form", and your water system's PWSID# in the subject line of the email (e.g., Burlington 2017 CCR Certification Form, TN0000123)





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## CCR Certification for Community Water Systems with Populations > 9,999

*(Water Systems required to directly deliver the Consumer Confidence Report to customers.)*

Water System Name: \_\_\_\_\_

PWSID Number: \_\_\_\_\_ CCR for Calendar Year: \_\_\_\_\_

The community water system indicated above hereby confirms that the Consumer Confidence Report has been distributed to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency.

**Approved CCR distribution methods are outlined below. (Check all that apply.)**

\_\_\_\_ Mailed the CCR to customers within the service area. (Attach CCR and mail receipt.)

\_\_\_\_ Distributed CCR by direct delivery. (Attach CCR and specify method of delivery.)

\_\_\_\_ Distributed the CCR by electronic delivery methods. URL: \_\_\_\_\_  
Mailed customers a notification containing the URL address that will take customers directly to the CCR on our website or a publicly available site on the internet for three consecutive months. (Attach copies of the CCR and a water bill or other direct mail notification.)

\_\_\_\_ Email or other electronic method.

\_\_\_\_ Explain in detail: \_\_\_\_\_

**In addition to the above distribution methods, the following "Good Faith" efforts were used to reach non-bill paying consumers. (Check all that apply and attach lists or press releases.)**

\_\_\_\_ Posted the CCR on the Internet at: \_\_\_\_\_

*(Required for Community Water Systems Serving 100,000 persons or more.)*

\_\_\_\_ Issued press release on CCR to news media (Television, Radio, etc.)

\_\_\_\_ Published the CCR in local newspaper(s). (Attach newspaper page containing CCR.)

\_\_\_\_ Posted CCR in public places: (City Hall, Library, Water Office, Post Office, etc.)

\_\_\_\_ Delivery of multiple copies to single bill addresses serving several persons: (Apartments, condominiums, nursing and/or assisted living centers.)

\_\_\_\_ Delivery to large businesses, factories or community organizations

\_\_\_\_ Electronic newsletter, listserv, social media outlets

**I hereby certify that the information provided is true and correct:**

Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Phone #: \_\_\_\_\_ Date: \_\_\_\_\_

E-mail: \_\_\_\_\_

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Consumer Confidence Report Rule Coordinator, Division of Water Resources, William R Snodgrass Tennessee Tower, 312 Rosa L. Parks Avenue, 11<sup>th</sup> Floor, Nashville, Tennessee, 37243

Or email to [DWRWater.Compliance@tn.gov](mailto:DWRWater.Compliance@tn.gov) please enter your water system's name, "CCR Certification Form", and your water system's PWSID# in the subject line of the email (e.g., Burlington 2017 CCR Certification Form, TN0000123)



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## CCR Certification for Wholesale Water Systems

**Wholesale Water System Name:** \_\_\_\_\_

**PWSID Number:** \_\_\_\_\_

I certify that as a representative of the aforementioned water system (provider) named above that our system has provided all applicable water source, treatment plant, and drinking water quality data to the following purchasing community water system(s) by April 1, 2017 in order that the purchasing water systems can create and deliver their annual Consumer Confidence Report to their customers.

**PWSID Number:** \_\_\_\_\_ **Purchasing Water System Name:** \_\_\_\_\_

**PWSID Number:** \_\_\_\_\_ **Purchasing Water System Name:** \_\_\_\_\_

**PWSID Number:** \_\_\_\_\_ **Purchasing Water System Name:** \_\_\_\_\_

**Check and Complete the following as applicable:**

\_\_\_\_\_ Hand delivered or mailed the water quality data with cover letter to the purchasing water system(s).  
 (Attach a copy of the water quality data and letter.)

\_\_\_\_\_ Other method of delivery: \_\_\_\_\_

**I hereby certify that the information provided is true and correct:**

Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Phone #: \_\_\_\_\_ Date: \_\_\_\_\_

E-mail: \_\_\_\_\_

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 Tennessee Tower, 312 Rosa L. Parks Avenue, 11<sup>th</sup> Floor, Nashville, Tennessee, 37243

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