CONSUMER CONFIDENCE RULE (CCR)

"WATER WE DRINK" REPORT

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Requirements of the CCR

Community Water Systems Only

- An annual report summarizing the water quality served to the consumers
  - Chemical and Microbial Sampling
  - Activities performed by the water system
  - Health Effects for consumer awareness
- The report covers information gathered from the previous calendar year, but may go back further if more current information is not available

Deadlines for CCR

- Water system distributes final report to consumers by June 30
- Certify to State of Distribution of Report by September 30
- The State does provide a draft version of the CCR for the water system (March/April)

Information Gathering

- Public Water System Records
- Water Quality Sampling
  - Organic, Inorganic Chemicals & Arsenic
  - Radionuclides
  - Microbial (Total coliform/*E. Coli*)
  - Turbidity Reporting for Surface Water Systems
  - Lead & Copper
  - D/DBP (Total Trihalomethanes (TTHMs) and Haloacetic Acids (HAA5s))

Report Content

- Source Water and Contact Information
- Definitions
- Violations
- Water Quality Sampling
  - Chemical
  - Microbial
- Actions or activities by the water system (water system must add on their own)

Introductory Paragraph

The Water We Drink

Louisiana Water System
Public Water Supply ID: LA1234567

We are pleased to present to you the Annual Water Quality Report for the year 2014. This report is designed to inform you about the quality of your water and services we deliver to you every day (Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien). 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.

Source Water Information

Active Water Sources

Source Name	Source Water Type	Source Water Body Name
Hwy 22 Intake	Surface Water	Big Creek
Well # 1 North Field	Ground Water	Chicot Aquifer
Well # 2 South Field	Ground Water	Chicot Aquifer

Required Contaminant Language

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of 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:

- 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.

Source Water Assessment Plan

- A Source Water Assessment Plan (SWAP) is now available from our office. This plan is an assessment of a delineated area around our listed sources through which contaminants, if present, could migrate and reach our source water. It also includes an inventory of potential sources of contamination within the delineated area, and a determination of the water supply's susceptibility to contamination by the identified potential sources. According to the Source Water Assessment Plan, our water system had a susceptibility rating of (Low, Medium, High). If you would like to review the Source Water Assessment Plan, please feel free to contact our office.

- The water system should have a copy of the report on file, if not, contact the regional office or central office for a copy.

- Source Water Assessment Plans were done with the assistance of the Department of Environmental Quality

Required Definitions

- *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.

Other Definitions

- To help consumers better understand the report
  - Parts per million (ppm) or Milligrams per liter (mg/L) – one part per million corresponds to one minute in two years or a single penny in $10,000.
  - Action Level – The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- These Definitions can be removed or added based on the content of the report

Validated Violations

Type	Category	Analyte	Compliance Period
Monitoring Routine (DBP), Major	Failure to Monitor	TOT_TTHM/HAA5	07/01/2012 – 09/30/2012
MCL, Average	Maximum Contaminant Level Violation	Arsenic	4/01/2012 – 6/30/2012

- All validated violations that occurred during the calendar year
  - Treatment Technique
  - Monitoring and Reporting
  - Maximum Contaminant Level
- Even violations that have returned to compliance
- A violation must be rescinded in writing by the issuing agency for a water system to be able to remove a violation from the report

Microbial Contaminants

- Our water system tested a minimum of samples per month monthly sample(s) in accordance with the Total Coliform Rule for microbiological contaminants. During the monitoring period covered by this report, we had the following noted detections for microbiological contaminants:

Microbiological	Result	MCL	MCLG	Typical Source
Coliform (TCR)	In the month of December, 1 sample(s) returned as positive	MCL: Systems that Collect less than 40 samples per month - No more than 1 positive monthly sample	0	Naturally present in the environment

Microbiological	Result	MCL	MCLG	Typical Source
Coliform (TCR)	In the month of December, 1% samples returned as positive	MCL: Systems that Collect 40 or more samples per month - No more than 5% positive monthly samples	0	Naturally present in the environment

*Revised TCR changes coming in 2017

Chemical Contaminants

Regulated Contaminants	Collection Date	Highest Value	Range	Unit	MCL	MCLG	Typical Source
Fluoride	06/24/2014	1.2	0.9 – 1.2	ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; Discharge from fertilizers and aluminum factories
Arsenic	08/15/2013	3	1.5 – 3	ppb	10	0	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
DI(2-ethylhexyl) phthalate	09/20/2012	4.2	0.3 – 4.2	ppb	6	0	Discharge from rubber and chemical factories
P-dichlorobenzene	08/15/2013	1.2	1.2	ppb	75	75	Discharge from industrial chemical factories

- Will contain contaminants up to 5 years ago if a more current result is not available
- If a more recent compliance result is a non-detect, the contaminant is removed from the table
- Results should be displayed in terms > than 1 (e.g. 0.012 ppm = 12 ppb)

D/DBPR and LCR

Disinfection Byproducts	Sample Point	Period	Highest LRAA	Range	Unit	MCL	MCLG	Typical Source
TOTAL HALOACETIC ACIDS (HAA5)	123 Main St	2014	42	32 – 60	ppb	60	0	By-product of drinking water disinfection
TTHM	4563 Broad St	2014	72	46 – 90	ppb	80	0	By-product of drinking water disinfection

Lead and Copper	Monitoring Period	90^{th} Percentile	Range	Unit	AL	Sites Over AL	Typical Source
Lead	2012-2014	8	2-9	ppb	15	0	Corrosion of household plumbing systems; Erosion of natural deposits
Copper	2012-2014	1.2	0.1-1.7	ppm	1.3	2	Corrosion of household plumbing systems; Erosion of natural deposits

Surface Water Turbidity

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							
Regulated Contaminant	Month	Type	Value	Range	Unit	Turbidity Limits	Typical Source
Turbidity	March	Highest Value	0.50	0.07-0.50	NTU	1	Soil Runoff
	December	Lowest Percentage	91.9	91.9-100		95% of values ≤ 0.3	

Turbidity Limits

Conventional and direct Filtration
- Max Turbidity of 1 NTU
- ≤ 0.3 NTU in 95% of readings monthly

Slow sand and diatomaceous earth
- Max Turbidity of 5 NTU
- 1 NTU in at least 95% of readings monthly

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.

Ground Water Rule

In the table below, we have shown the deficiencies that were identified during our latest survey done by the Louisiana Department of Health and Hospitals. These are deficiencies that we are currently working to resolve.				
Date Identified	Facility	Deficiency	Action Taken	Due Date
09/21/2014	TREATMENT PLANT	TRTMT - TSS 5.4.1.c.5 - Chlorine Gas - Switches	DHH - CORRECTIVE ACTION PLAN	11/30/2015

- Significant deficiencies are identified during a Sanitary Survey
  - Date the Deficiency was identified (date of survey)
  - Location and Type of Deficiency
  - Action taken by the water (the water system may wish to be more descriptive and can revise the action to be taken)
  - A target date indicating when the water system plans to have the deficiency corrected
- Deficiencies shall be included in the report until the deficiency has been corrected and the State has been notified of the correction

Health Effects Language

Mandatory Language from Appendix A to Subpart O of the Code of Federal Regulations

If the Maximum Contaminant Level was exceeded

+++++Environmental Protection Agency Required Health Effects Language+++++
Additional Required Health Effects Language:

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.

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.

There are no additional required health effects violation notices.
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Required Health Effects Language

Immuno-compromised

- 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 (800–426–4791).

Lead Statement (LCR: Short Term)

- 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. The Louisiana Water System is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

Nitrate and Arsenic Health Language

- Nitrate (At levels > 5 ppm and < 10 ppm)
  - 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.

- Arsenic (At detected levels > 5 ppb and < 10 ppb)
  - 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.

Closing Statement

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.

We at the Louisiana Water System work around the clock to provide top quality drinking water to every tap. We ask that all our customers help us protect and conserve our water sources, which are the heart of our community, our way of life, and our children's future. Please call our office if you have questions.

Additions to the CCR

- Additional regulatory sample collection
  - Initial Distribution System Evaluation Data (D/DBP Stage 2)
  - Unregulated Contaminant Monitoring Rule (UCMR 3)
    http://new.dhh.louisiana.gov/index.cfm/page/1521
- Addition of non-compliance samples
  - Samples not collected for compliance, such as investigative samples, can be included in the report. The additional sample results must be contained in a separate table from compliance samples.
  - Secondary Drinking Water Regulations (Optional)
    - Taste
    - Odor
    - Color

Engineering Services Website

Washington

LA1117001	BOGALUSA, CITY OF
LA1117002	FRANKLINTON, TOWN OF
LA1117003	FRANKLINTON RURAL WATER
LA1117006	VARNADO WWKS
LA1117008	ANGIE WATER SUPPLY
LA1117009	BOGUE-LUSA W.W. DIST.
LA1117019	WILLA VILLA MOBILE HOME
LA1117021	MT. HERMON WATER DIST
LA1117022	RON SON BEAR
LA1117023	29 PALMS TRAILER PARK
LA1117024	HAPPY ACRES MOBILE HOME PARK
LA1117025	VARNADO WATER WORKS - PINE SYSTEM
LA1117026	NORTH FOLSOM HILLS

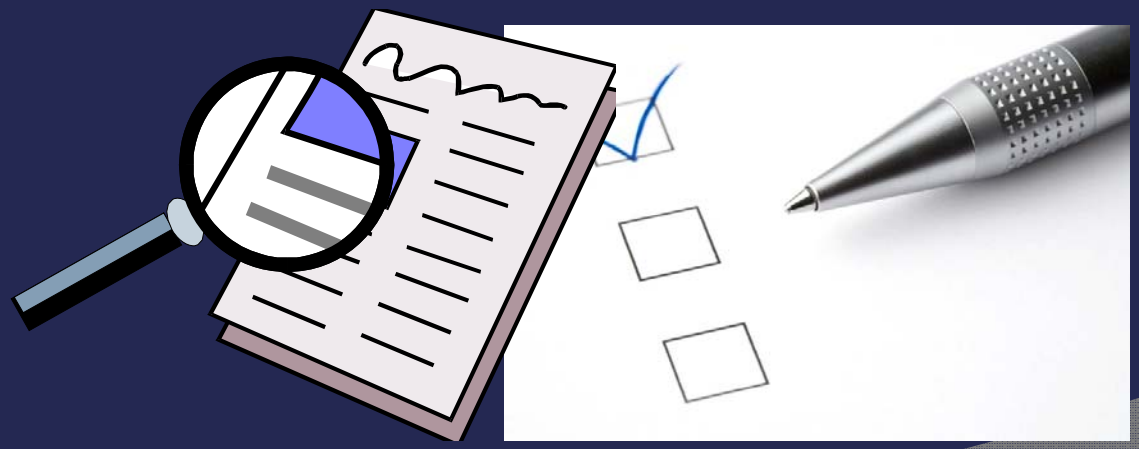
Return to Map

Consumer Confidence Report Website

http://www.dhh.la.gov/ccr

Basic Requirements

- Create report your own report or use base report from the State
- Review report for content
- Submit finalized report along with certification of distribution to the State



Distribution

CCRs must be distributed with "good-faith effort" based on population served by the PWS as follows:	
Population	Required Action
≤500	Notify customers of report availability for review by hand, mail, or posting in public places
501-9,999	Must mail or otherwise directly deliver one copy of the report to every customer **or** publish the report in one or more local newspapers serving the area (if publishing in newspaper, the CWS must notify the customers that the report will not be mailed (include in newspaper or in bill)
10,000 – 99,999	Must mail or otherwise directly deliver one copy of the report to every customer
≥100,000	Must mail or otherwise directly deliver one copy of the report to every customer, and post on a publicly–accessible web site.

Note: Distribution requirements are based on population, not the number of service connections

Electronic Delivery

- Mail Notice that CCR is available on the water system's website
- Email Notice
  - As a notice that the CCR is available on website
  - As an attachment
  - As an Embedded Image
- Notice Must Include
  - Direct Url
  - Short Description of the purpose of the CCR
  - A means of providing a paper copy

The Anytown water quality report can be viewed on-line at http://anytown.gov/2014CCR.pdf. This report contains important information about the source and quality of your drinking water. Please call 555-555-5555 if you would like a paper report delivered to your home.

Certificate of Distribution

Required to complete the CCR evaluation

The below noted community public water system confirms that its 20?? Consumer Confidence Report has been prepared and delivered to its consumers in accordance with the appropriate delivery method based on population served. Furthermore, 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 as well as fulfilling all CCR requirements of CFR Title 40, Part 141.

Certified by: Signature: _____

Printed Name/Job Title: _____ /_____

Date of CCR Report Delivery: ____/____/____ Type of Delivery: _____

☐ **(I have attached a copy of the report and notification provided to consumers)**

Direct URL (Electronic delivery only): _____

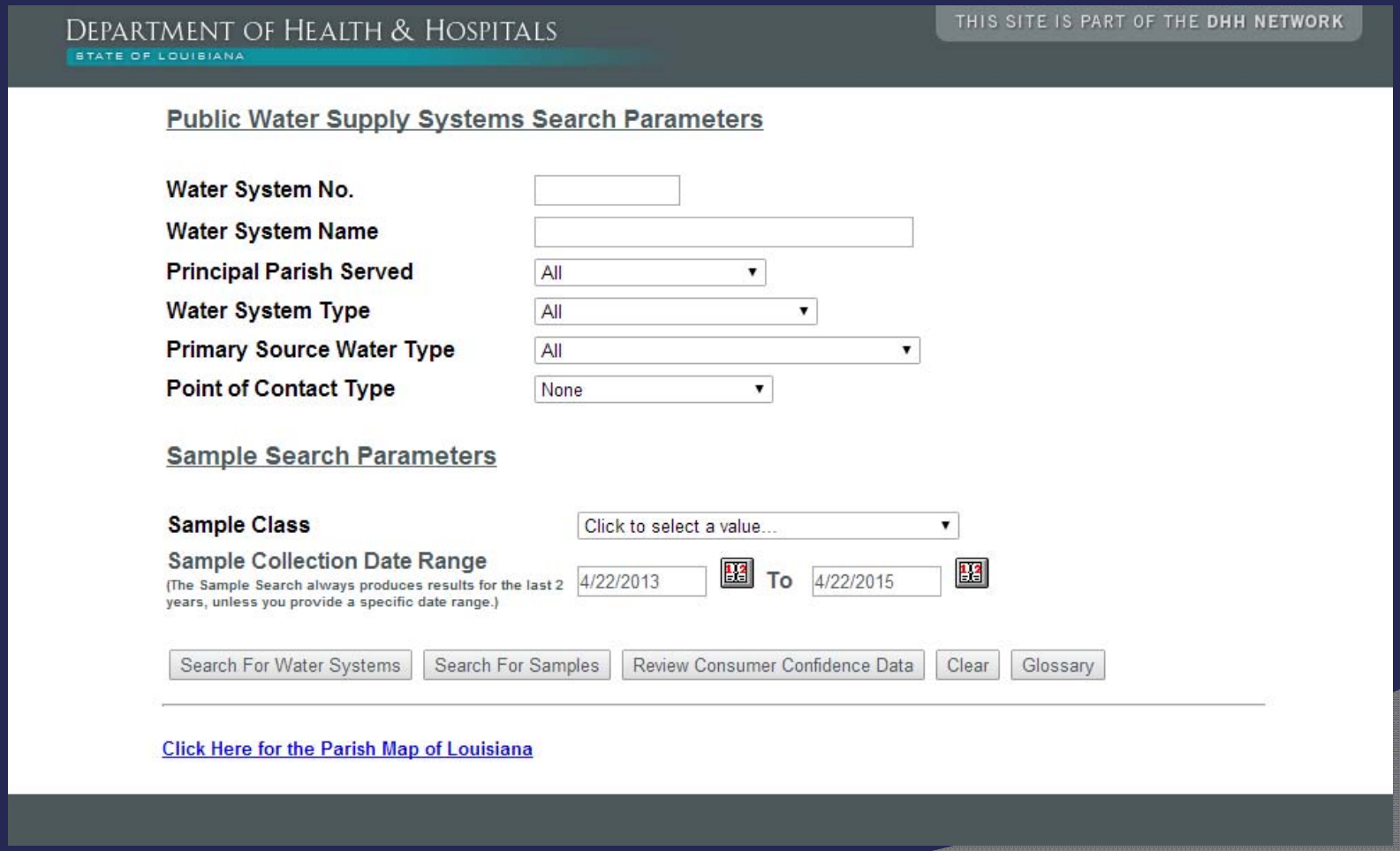
Submit the certification by September 30th

CCR Recordkeeping

- CCR reports shall be kept for a minimum of three years by the water system

- Must be made available upon request
  - State
  - Consumer

Drinking Water Watch



www.dhh.la.gov/drinkingwaterwatch

Drinking Water Watch Content

- Classification (GW, SW, Community, Non-Community)
- Points of Contact
- Facilities
- Estimated Population/Service Connections
- Sample Point Descriptions
- Sample Schedules
- Chemical and Bacteriological Results

Questions

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Safe Drinking Water Program Website
http://www.dhh.la.gov/safedrinkingwater

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