

FACT SHEET



INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT

Consumer Confidence Reports Office of Water Quality

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Introduction:

Public Water Systems that supply drinking water must follow certain federal and state safe drinking water regulations. Drinking water is any water supplied for the purpose of human consumption or domestic use. The source of the water can be ground water from wells or surface water from rivers and lakes. Community Water Systems are a type of Public Water System. Community Water Systems are required to provide annual Consumer Confidence Reports. The purpose of this fact sheet is to define and explain the requirements of a Consumer Confidence Report.

<i>What is a Consumer Confidence Report?</i>	<i>A Consumer Confidence Report is an annual report for customers on the quality of drinking water provided by a Community Water System. This is one of the public right-to-know provisions of the 1996 Safe Drinking Water Act Amendments. The United States Environmental Protection Agency (U.S. EPA) published final regulations on August 19, 1998.</i>
<i>Who will be required to provide Consumer Confidence Reports?</i>	<i>Consumer Confidence Reports are required to be provided annually by all Community Water Systems. (A Community Water System is a type of Public Water System that serves at least fifteen (15) service connections used by year-round residents or regularly serves at least twenty-five (25) year-round residents.)</i>
<i>When will my system be required to provide Consumer Confidence Reports?</i>	<i>All Community Water Systems must provide Consumer Confidence Reports by July 1 of each year. The annual report includes information from the previous calendar year (for example, the report due July 1, 2014 will include data from the 2013 calendar year).</i>
<i>What is required to be included in a Consumer Confidence Report?</i>	<i>Information required in the Consumer Confidence Report includes, but is not limited to, the following:</i> <ul style="list-style-type: none"><i>• The source of drinking water (lake, river, aquifer, another water system, etc.) and the common name of that source;</i><i>• Definitions of Maximum Contaminant Level (MCL), Maximum Contaminant Level Goal (MCLG), Action Level (AL) and Treatment Technique (TT);</i><i>• Listing of MCLs for all regulated contaminants that are detected;</i><i>• Levels of any contaminants detected and range of detections;</i><i>• What types of human activity or natural sources could cause contamination;</i><i>• How to get more information on related topics;</i><i>• Information about how vulnerable populations can avoid Cryptosporidium;</i><i>• Any violations incurred by the system during the previous year.</i> <p><i>(Continued on the next page)</i></p>

	<p><i>In addition, when any contaminant exceeds the MCL, an Action Level (AL), or a Treatment Technique (TT), the following information is required:</i></p> <ul style="list-style-type: none"> <i>• The health risks in drinking water containing that contaminant.</i> <i>• What actions are being taken to remedy the situation. The report is required to be distributed by mail or otherwise directly delivered to all customers.</i>
<p>How will the report be distributed?</p>	<p><i>ALL Community Water Systems shall mail or otherwise directly deliver (in accordance to IDEM's requirements) one (1) copy of the Consumer Confidence Report to each customer. Each system must also make a good faith effort to reach customers who do not receive water bills.</i></p>

IDEM's Role:

The Indiana Department of Environmental Management (IDEM) is responsible for protecting human health and the environment while providing for safe industrial, agricultural, commercial and governmental operations vital to a prosperous economy. IDEM's Office of Water Quality, Drinking Water Branch regulates, monitors, permits and licenses drinking water facilities and operators.

Public Water System's Role:

Community Water Systems must understand and comply with regulations for monitoring, treating and reporting. Community Water System owners and operators may contact IDEM's Drinking Water Branch at (317) 234-7430 to request free compliance and technical assistance.

Rule Citations: 327 IAC 8-2.1-1 through 327 IAC 8-2.1-6.

Citizen's Role:

Citizens can find drinking water quality information by visiting IDEM's Drinking Water Watch website at <https://myweb.in.gov/IDEM/DWW/> and contacting their local Community Water Supply for the latest Consumer Confidence Report. Citizens can find information about source water protection at <http://www.in.gov/idem/4142.htm>.

Additional Information:

- For more information on the federal Consumer Confidence Report rule, visit U.S. EPA's website at <http://water.epa.gov/lawsregs/rulesregs/sdwa/ccr/>. For Indiana's rules on Drinking Water Standards (327 IAC 8), including the rule on Consumer Confidence Reports (327 IAC 8-2.1), visit <http://www.in.gov/legislative/iac/t03270/a00080.pdf>.
- In addition to IDEM's Office of Water Quality Drinking Water Branch at (317) 234-7430, U.S. EPA's Safe Drinking Water Hotline, at 1-800-426-4791, offers assistance to Community Water System owners and operators and the public.
- Compliance information for Indiana Public Water Systems is provided on IDEM's Drinking Water Compliance Evaluation Web page at <http://in.gov/idem/cleanwater/2386.htm>.

This fact sheet is intended solely as guidance and does not have the effect of law or represent formal Indiana Department of Environmental Management (IDEM) decisions or final actions. This fact sheet shall be used in conjunction with applicable rules and statutes. It does not replace applicable rules and statutes, and if it conflicts with these rules and statutes, the rules and statutes shall control.