



## State of New Jersey

DEPARTMENT OF ENVIRONMENTAL PROTECTION

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BOB MARTIN  
Commissioner

### MEMORANDUM

**TO:** Community Water Systems

**FROM:** Kristin Hansen, Environmental Specialist 4  
Bureau of Water System Engineering

**DATE:** February 12, 2014

**SUBJECT:** 2014 Consumer Confidence Report (CCR) Requirements &  
Distribution of CCR using Electronic Delivery Options

The purpose of this memorandum is several-fold: first, to remind you that you must prepare and deliver a 2014 Consumer Confidence Report (CCR) to all your customers **no later than July 1, 2014**. This CCR must be based on 2013 data, unless the monitoring frequency is less than annual, but within five years. A copy of the CCR must also be sent to the Bureau of Water System Engineering (Bureau) **no later than July 1, 2014**. Also, the 2014 CCR Certification form (enclosed) is due to the Bureau **no later than October 1, 2014**; however, we recommend sending the Certification form to the Bureau at the same time you submit the CCR. A copy of the 2014 CCR Certification form is available at [http://www.nj.gov/dep/watersupply/pdf/ccr\\_cert\\_form.pdf](http://www.nj.gov/dep/watersupply/pdf/ccr_cert_form.pdf).

Secondly, beginning in 2013, the Bureau began accepting the electronic delivery of the CCR to your customers to satisfy the CCR customer delivery requirements. This decision was based upon the Environmental Protection Agency's (EPA) Consumer Confidence Report Retrospective Review Analysis, which was finalized in a Memorandum on January 3, 2013.

It is important to note, Community Water Systems must ensure delivery of the CCR to each of their bill-paying customers, which means more than one method of delivery may be necessary, such as a combination of email communications, hard copy delivery, etc. Community Water Systems can distribute the CCR electronically to their customers using the following approved methods:

1. Requirements for Email Delivery to the Customer

- a. The subject line of the email **must** contain “2014 CCR”, the Public Water System Identification Number (PWSID Number) and the Public Water System’s Name.
- b. The CCR **must** either be embedded in its entirety in the email message, have the CCR as a file attachment in PDF format, or contain the direct URL<sup>1</sup> to the CCR.
- c. The URL must take the customer directly to the entire CCR so that the customer does not have to retrieve the CCR by navigating through another website. The email must also contain a description explaining the purpose and content of the URL in the email.
- d. The email must also contain information on where the customer may obtain a hardcopy of the document (i.e. by calling a phone number).
- e. If the Community Water System receives a message that the email was undeliverable, the Community Water System must utilize another method to ensure the customer receives the CCR (i.e. mail a hardcopy).

2. Requirements for Mailing the Direct CCR URL to the Customer

- a. The direct URL to the CCR must be printed directly on the water bill or a bill insert.
- b. It must be clear and in a font that is at least as large as the largest font used.
- c. A short description explaining the information available must accompany the URL.
- d. Provide information on where the customer may obtain a hardcopy of the document (i.e. by calling a phone number).

The use of social media such as Twitter, Facebook, and automated telephone notification systems do not meet the “directly deliver” requirement of the CCR Rule and therefore, cannot be used.

In addition, each Community Water System can send a copy of their CCR and Certification form electronically to this Bureau via email to satisfy the Bureau CCR reporting requirements following the steps below:

1. The subject line of the email **must** contain “2014 CCR”, the Public Water System Identification Number (PWSID Number) and the Public Water System’s Name
2. The email **must** contain either the CCR in PDF format or the direct URL
3. The email **must** contain the CCR Certification form in PDF format
4. **The CCR and CCR Certification form must be separate PDFs attached to the email. Do not send both documents as one PDF.**
5. Note the attachment size limitation for files being submitted to the Bureau is 30 megabytes.
6. Email to [watersupply@dep.state.nj.us](mailto:watersupply@dep.state.nj.us)

For additional information regarding EPA’s CCR delivery options, including examples, please refer to EPA’s Memorandum available at <http://water.epa.gov/lawsregs/rulesregs/sdwa/ccr/regulations.cfm>.

**Please be advised that late and/or non-submittals of the 2014 CCR and/or the 2014 CCR Certification Form will be referred to NJDEP’s Regional Office of Water Compliance and Enforcement for enforcement action.**

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<sup>1</sup> In computing, a uniform resource locator (URL) (originally called universal resource locator) is a specific character string that constitutes a reference to an Internet resource.

### New CCR Requirements for Stage 2 DBP Results

Please be advised that beginning in 2014, Schedule 3 and 4 Community Water Systems, conducting quarterly monitoring, will have to begin reporting their Stage 2 DBP results in the CCR. Under Stage 2 DBP, Community Water Systems will change from reporting their system-wide running annual average (RAA) to reporting the highest locational running annual averages (LRAAs) for total trihalomethanes (TTHM) and five haloacetic acids (HAA5). Community Water Systems will also report the range of sample results for all monitoring locations. If more than one location exceeds the TTHM or HAA5 maximum contaminant level (MCL), the system must include the location running annual average for all locations that exceed the MCL. Community Water Systems must also report in their CCR if they failed to monitor for TTHM or HAA5. Additional information regarding this new rule is on pages 12 and 36-40 of the Environmental Protection Agency's *Preparing Your Drinking Water Consumer Confidence Report* guidance document available at [http://www.epa.gov/safewater/ccr/pdfs/guide\\_ccr\\_forwatersuppliers.pdf](http://www.epa.gov/safewater/ccr/pdfs/guide_ccr_forwatersuppliers.pdf).

Information regarding your community water system, including monitoring schedules, analytical test results and water system inventory, can be viewed by visiting the NJDEP's Drinking Water Watch web application and searching by your PWS ID Number: <http://www.nj.gov/dep/watersupply/waterwatch>.

Should you have any further questions, please contact me at 609-292-2957.

- c: Northern Bureau of Water Compliance and Enforcement
- Central Bureau of Water Compliance and Enforcement
- Southern Bureau of Water Compliance and Enforcement
- Sandra Krietzman, Chief, Bureau of Safe Drinking Water
- Diane E. Zalaskus, P.E., Chief, Bureau of Water System Engineering

Enclosure