

# FAQs about the Consumer Confidence Report (CCR)

**Question: Do I still have to create my own CCR?**

Answer: No. DEQ has created the CCRs for all Oklahoma community water systems.

**Question: Do I still have to send DEQ the CCR Certification form?**

Answer: Yes. To certify to DEQ that the CCR was distributed to your customers as required, you must send DEQ a copy of the bill/mailer/handout you distributed along with the CCR certification form.

**Question: Do I still have to distribute the CCR to my customers?**

Answer: Yes. Water systems can distribute just the website link to the CCR in a bill, mailer, or handout. Water systems do not have to print the entire, multi-page CCR and mail it to every household.

**Question: What if some of my customers request a paper copy of the CCR?**

Answer: A paper copy of the CCR must always be made available to customers upon request. Some customers do not have access to a computer or the internet.

**Question: Can I place the link on the back of the bills?**

Answer: Yes, you could place the link on any place on the bills as long as the link is correct.

**Question: What is the deadline for distributing the CCR and returning the CCR Certification form?**

Answer: October 1st of the current year.

**Question: What is the required method for direct distribution of the CCR report?**

Answer: You must provide each customer with the exact DEQ-provided website link to your CCR in a bill, mailer or handout. Simply copy the exact website link from the included letter.

Option 1: If you are distributing through your bills, refer to the certification page to see an example.

Option 2: If you are distributing through mailer or handout, use the following language:

*“The current annual Consumer Confidence Report (CCR), which covers important information about your drinking water, is accessible at the following website link: (INSERT THE EXACT DIRECT WEBSITE LINK DEQ PROVIDED IN YOUR LETTER). Please let us know if you have any questions, or if you need a paper copy of the CCR.”*

**Question: What if my customer do not have a separate mailing address?**

Answer: Water systems, whose customers do not have separate mailing addresses, such as boarding schools, residential facilities, etc., may print and post the CCR in



common areas around your water system. Contact your District Coordinator if you have additional questions.

**Question: In addition to the required methods above, how else can I distribute the CCR?**

Answer: In addition to the required methods of directly distributing the CCR listed above, systems may choose to use additional methods including posting the DEQ-provided website link on your water systems website, social media, etc. These additional voluntary methods do not meet the direct delivery requirements on their own.

**Question: Do I need to publish the CCR in the newspaper?**

Answer: No. Water systems are required to provide the website link to customers via bill, mailer or handout. Publishing the CCR in a newspaper is not required.

**Question: If I do not prefer the style of the DEQ created CCR, can I create and distribute the CCR on my own?**

Answer: Yes. If your water system chooses to create and distribute your own CCR, you will be responsible for ensuring that all the mandatory language and data is included in the report as required by *40 CFR § 141 subpart O*. You must send DEQ a copy of your CCR along with the CCR certification form.

**Question: Am I still required to provide a copy of my CCR to other water systems who purchase our water?**

Answer: No. Your drinking water data is now included in the CCRs that DEQ has created for your purchase water systems.

**Question: Can my water system use the CCR to deliver Public Notice to our customers?**

Answer: You can deliver any Tier 3 public notice (monitoring and reporting violations) to your customers using the CCR. For your convenience, DEQ has attached any outstanding Tier 3 public notice for your water system to your CCR.

**Question: What should I do if I notice an error on the CCR?**

Answer: Please contact your District Coordinator by phone or email.

**Question: Will this process be the same for years to come?**

Answer: Yes. DEQ plans on generating the CCRs from now on.

Please feel free to contact your District Coordinator with any additional questions not covered by this FAQs handout. If you are not sure who your District Coordinator is, you can always call DEQ Water Quality Division at (405)702-8100.