

**DWR-PWS-G-01-Consumer Confidence Report-01282026  
 Consumer Confidence Report Checklist**

DISCLAIMER: This document is solely provided for guidance and does not create legal rights or obligations. Agency decisions in each case will be made by applying applicable laws and regulations to the specific facts. Mention of trade names or commercial products does not constitute an endorsement or recommendation for use.

**EFFECTIVE DATE:** 01/28/2026

**SIGNATURES:**




---

**April Grippo, Division of Water Resources, Director**




---

**Grant Ruhl, Office of General Counsel, Reviewer**




---

**Adam Kelly, Division of Water Resources, Reviewer**




---

**Rebecca Rush, Division of Water Resources, Preparer**

**REVISION HISTORY TABLE**

Revision Number	Date	Brief Summary of Change
0	3/31/2020	Initial Document Preparation
1	2/1/2021	Minor formatting updates
2	01/28/2026	Content Updates

## DWR-PWS-G-01-Consumer Confidence Report-01282026

### Consumer Confidence Report Checklist

The Consumer Confidence Report (CCR), also known as the annual Water Quality Report, provides public water systems with an opportunity to communicate with water customers and promote the value of high-quality public drinking water. The CCR contains important required information on detected chemical contaminants and may also be used to provide information about the water system and its services.

Water systems may consider including information on the following topics: operation of the water system, cross-connection programs, water flushing programs, water conservation, drought management programs, emergency preparedness for loss of water, source water protection, and information on lead in drinking water.

The CCR Checklist is provided as guidance for meeting the requirements of the CCR Rule; however, it is not all-encompassing, and the water system is responsible for producing and delivering a CCR that meets the requirements of Rule 0400-45-01-.35 of the Tennessee Compilation of Rules & Regulations ("Rules"). **If you have questions concerning your CCR, please contact the Department of Environment and Conservation's ("Department") Division of Water Resources (DWR) central office at 615-532-0625 or at [DWRWater.Compliance@tn.gov](mailto:DWRWater.Compliance@tn.gov).** See Appendix A for more CCR guidance from the EPA and the Tennessee Association of Utility Districts (TAUD).

DWR accepts email delivery of the CCR. 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, "<Insert Reporting Year> CCR" and your water system's PWSID# in the subject line of the email (e.g., Burlington Water System <Insert Reporting Year> CCR, TN0000123). USPS mail and other carriers are still acceptable delivery methods for sending CCRs to DWR by July 1.

Community water systems are saving money by delivering the annual CCR electronically to their customers. If you are considering electronic delivery, please review the electronic delivery requirements on page eleven of the CCR Checklist. **A copy of the CCR must be delivered to your customers and DWR by July 1.** Mailing the CCR to customers or publishing the CCR in the newspaper (systems under 10,000 population) are also acceptable CCR delivery methods. **A signed and dated CCR Certification Form must be delivered to DWR by October 1.** Contact DWR at 615-532-0625 or at [DWRWater.Compliance@tn.gov](mailto:DWRWater.Compliance@tn.gov) if you need a CCR Certification Form.

If your water system did a Level 1 or Level 2 assessment during the time period of the CCR 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 flushed down drains or added to landfills by promoting the local prescription drug disposal program in your CCR. The Department provides permanent medication collection boxes at more than 340 locations. Explain proper

## DWR-PWS-G-01-Consumer Confidence Report-01282026

### Consumer Confidence Report Checklist

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 of out-of-date, unused, or unwanted prescriptions, and over-the-counter drugs. See Appendix C for sample text, artwork, and a website link to access pharmaceutical disposal locations.

#### **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., five 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 URL address for Source Water Assessments is:  
<https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html>.
- D. A wellhead protection plan may be described if applicable.
- E. Do not list source water GPS coordinates or specific addresses for source water in the CCR as those coordinates and addresses should be kept confidential for security purposes.

##### **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 (1-800-426-4791).*
- B. *The sources of drinking 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:*

## **DWR-PWS-G-01-Consumer Confidence Report-01282026**

### **Consumer Confidence Report Checklist**

- i. *Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.*
- ii. *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.*
- iii. *Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.*
- iv. *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.*
- v. *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 Department prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration 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. Immunocompromised persons, such as people with cancer undergoing chemotherapy, people 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. An educational statement about lead in drinking water must be in the CCR:

*Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. [INSERT NAME OF SYSTEM] is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is*

## DWR-PWS-G-01-Consumer Confidence Report-01282026 Consumer Confidence Report Checklist

*effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact [INSERT NAME OF SYSTEM and CONTACT INFORMATION]. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at: <https://www.epa.gov/safewater/lead>.*

An alternate educational statement may be used upon DWR approval.

C. A statement about the completed Lead Service Line Inventory (LSLI) and how consumers may access the inventory must be in the CCR.

D. (Groundwater Systems Only) Any groundwater system must inform its customers of any fecal indicator-positive groundwater 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 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 groundwater source samples;
- ii. Explain how the fecal contamination in the groundwater 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 groundwater 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 groundwater source sample, the following 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*

## **DWR-PWS-G-01-Consumer Confidence Report-01282026**

### **Consumer Confidence Report Checklist**

*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 a Maximum Contaminant Level (MCL), Maximum Residual Disinfection Level (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 Rule 0400-45-01-.35. Express the Maximum Contaminant Level Goal (MCLG) in the same units as the MCL.
- B. Include sample results for the reporting calendar year. 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 five years old.
- C. List in the table the likely sources of detected contaminants from Appendix A of 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 haloacetic acids (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 averages of values detected and range (lowest 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

## DWR-PWS-G-01-Consumer Confidence Report-01282026

### Consumer Confidence Report Checklist

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.
- i. 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).
  - ii. 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 <Insert Reporting Calendar Year>.*
- G. Lead and Copper.
- i. Give the 90th percentile values for the most recent round of sampling, e.g., 90th% = 4.3 parts per billion (ppb).
  - ii. Give the range of tap sample results. Include the lowest and highest sample results in ppb.
  - iii. If all tap sample results are below the laboratory detection limit, please note that either in the table or in a footnote under the table.
  - iv. 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.*
  - v. Give the health effects language for lead and/or copper if the action level was exceeded.
    - a. Lead health effects language: *Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure,*

## DWR-PWS-G-01-Consumer Confidence Report-01282026 Consumer Confidence Report Checklist

*kidney, or nervous system problems.*

b. Copper health effects language: *Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.*

H. Microbial Contaminants. Under the Revised Total Coliform Rule (after April 1, 2016), systems are not required to report total coliform-positive detections in their CCR. However, based on the number of total coliform samples detected, a system may be required to conduct a Level 1 Assessment or Level 2 Assessment. See Appendix D for the Revised Total Coliform Rule CCR Requirements.

I. Chlorine. Report the highest quarterly running annual average (RAA) of the chlorine residuals measured during your Total Coliform compliance sampling. The "Level Found" will be the highest RAA among the last four quarters. The "Range" should be reported as the lowest Chlorine individual value to the highest Chlorine individual value from January to December.

J. Cryptosporidium, if applicable.

- i. Give a summary of the results if monitoring occurred in the reporting calendar year.
- ii. Give an explanation on the significance if you had positive results (e.g., *Cryptosporidium is a microbial parasite that 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, immunocompromised people have more difficulty and are at greater risk of developing severe, life-threatening illness. Immunocompromised 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 at 1-800-426-4791.*

K. Radon. If a public water system 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.*

## DWR-PWS-G-01-Consumer Confidence Report-01282026 Consumer Confidence Report Checklist

*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 and the Tennessee Radon Program, please visit:*

<https://www.tn.gov/content/tn/environment/sustainability/programs/radon.html>

L. 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 is not required to be included in the CCR as the intent of the annual CCR is to provide information to consumers on the quality of water delivered to their taps.

M. Sodium. Give level detected.

N. **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.

O. Results of contaminants not detected should not be listed in the contaminant table.

P. 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 the following language:

*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 the following health effects language:

*Nitrate in drinking water at levels above 10 parts per million (ppm) is a health risk for infants of*

## **DWR-PWS-G-01-Consumer Confidence Report-01282026**

### **Consumer Confidence Report Checklist**

*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 care for an infant, you should ask for 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 following health effects language for TTHM:

*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.**

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 the abbreviations and 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

## DWR-PWS-G-01-Consumer Confidence Report-01282026 Consumer Confidence Report Checklist

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. LRAA - Locational Running Annual Average, or the average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

I. 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 ug/L - Parts per billion or micrograms per liter, explained in terms of money as one penny in \$10,000,000.
- iii.* pCi/L - Picocuries per liter.
- iv.* 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.

J. 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.

K. 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.** 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

## DWR-PWS-G-01-Consumer Confidence Report-01282026 Consumer Confidence Report Checklist

System <Insert Reporting Year> CCR TN0000123.)

- A. Proofread the CCR several times to check for errors before delivering to printer, customers, or the newspaper.
- B. Deliver the CCR to DWR and all customers by July 1 every year.
- 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. Contact DWR if you need a Wholesale CCR Certification Form.
- E. Water systems must make a “good faith” effort to reach non-paying consumers. 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 a publicly available 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 DWR electronic delivery requirements:**

- i. Systems using electronic delivery as the primary method shall inform customers on water bills or on a mailed notification how they can request a mailed copy of the CCR. The notification shall include a water system phone number.
- ii. The URL printed on the water bills 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, TinyURL) are acceptable to reduce the number of URL characters printed on the water bill.

## DWR-PWS-G-01-Consumer Confidence Report-01282026 Consumer Confidence Report Checklist

- iii. The water bill or notification shall include a short statement about water quality to encourage readership of the CCR.
  - iv. Systems using electronic delivery by printing the URL on water bills mailed to customers shall print the URL, short CCR statement, and an 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 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 should mail or deliver a hard copy of the CCR, a copy of the water bill or other mailed notification used to deliver the CCR, and the CCR Certification Form to DWR by the due dates.
- H. Water Systems serving fewer than 10,000 people 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 <Insert name of newspaper> on <Insert date>.
    - c. Call <Insert phone number> to request a copy of the CCR.
  - ii.* Publish the CCR in the local newspaper.
- I. Water Systems serving fewer than 500 people 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 fewer than three years.

## DWR-PWS-G-01-Consumer Confidence Report-01282026 Consumer Confidence Report Checklist

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

1. Tennessee Public Water System Rules including Rule 0400- 45-01-.35:  
<http://publications.tnsosfiles.com/rules/0400/0400-45/0400-45.htm>
2. EPA Guidance on Best Practices for Water Systems in Preparing the CCR:  
<https://www.epa.gov/ccr/best-practices-water-systems-preparing-consumer-confidence-reports>
3. Tennessee Association of Utility Districts (TAUD) offers complete CCR services:  
<https://www.taud.org>

**DWR-PWS-G-01-Consumer Confidence Report-03312020**  
**Consumer Confidence Report Checklist**

**Appendix B. Example of Stage 2 DBPR 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
TTHM System (ppb)	80	NA	81 (highest LRAA at Site 4)	40 – 135	2020	Yes	Byproduct of drinking water disinfection

Under the Stage 2 Disinfection Byproducts Rule (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	2020	See Sites 1 and 4	Byproduct of drinking water disinfection
<b>TTHM Site 1 (ppb)</b>	80	NA	88	62-125	2020	Yes	Byproduct of drinking water disinfection
<b>TTHM Site 4 (ppb)</b>	80	NA	82	50-135	2020	Yes	Byproduct of drinking water disinfection

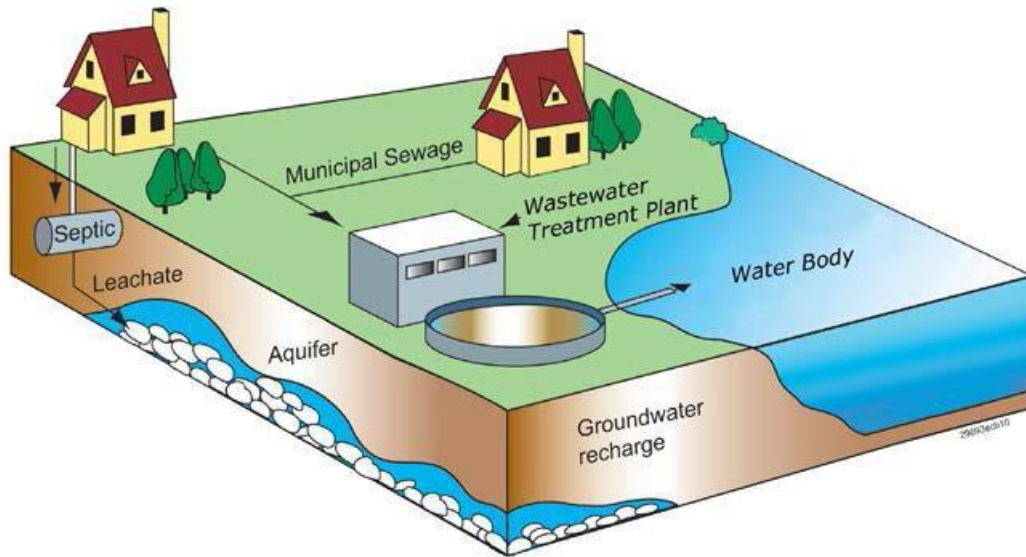
Under the Stage 2 DBPR, for TTHM and HAA5, systems must report the highest LRAA and the range of quarterly results (for all locations) in their main detected contaminant table. In addition, systems with an LRAA MCL exceedance at more than one location, must report the LRAA for each location that exceeded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

## DWR-PWS-G-01-Consumer Confidence Report-03312020 Consumer Confidence Report Checklist

### 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 over 340 take back bins located across the state in all 95 counties. To find a convenient location, please visit: <http://tdeconline.tn.gov/rxtakeback/>.



*Note: use of artwork in the CCR is not required.*

## **DWR-PWS-G-01-Consumer Confidence Report-03312020**

### **Consumer Confidence Report Checklist**

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

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

A. 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) (a) and (b) 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 assessments 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:
  - a) During the past year, we failed to conduct all of the required assessments.
  - b) During the past year, we failed to correct all identified defects that were found during the assessment.

B. 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) (a) and (b) 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

## DWR-PWS-G-01-Consumer Confidence Report-03312020

### Consumer Confidence Report Checklist

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 assessments 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:
  - a) We failed to conduct the required assessment.
  - b) We failed to correct all sanitary defects that were identified during the assessment that we conducted.

C. If a system detects E. coli and has violated the E. coli MCL, in addition to completing the table required by Rule 0400-45-01-.35 (3)(d)(4), 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.

D. If a system detects E. coli and has not violated the E. coli MCL, in addition to completing the table required by Rule 0400-45-01-.35(3)(d)(4), 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.