



COLORADO

**Department of Public
Health & Environment**

Consumer Confidence Report (CCR) Rule FAQ

- [1. What is the Consumer Confidence Report \(CCR\)?](#)
- [2. Why aren't all analytes we sampled for showing on the CCR?](#)
- [3. When is the CCR deadline?](#)
- [4. We are a new community water system, do we need to produce and deliver a CCR?](#)
- [5. We purchase or receive water from another water system. What are we required to include in our CCR?](#)
- [6. I used an emergency interconnect or emergency source. Do I need to include information about it in my CCR?](#)
- [7. How do I use the CCR to meet a public notification requirement \(e.g., a monitoring violation or a fluoride secondary MCL\)?](#)
- [8. What additional language is needed for backflow and cross-connection violations \(for Tier 2 and Tier 3 violations\)?](#)
- [9. Is electronic delivery an option to meet the "direct delivery" requirement?](#)
- [10. How do I receive a small system direct delivery waiver?](#)
- [11. What am I required to report for unresolved significant deficiencies?](#)
- [12. What if I do not have Microsoft Word?](#)
- [13. How do I remove the yellow highlighting on the draft CCR?](#)
- [14. I'm monitoring for the Unregulated Contaminant Monitoring Rule \(UCMR\). What do I include?](#)
- [15. We purchase water from another water system that conducted UCMR monitoring. Do we have to report their UCMR data in our CCR?](#)
- [16. If there are errors on the draft CCR, how do I get them corrected?](#)
- [17. Where did the "potential sources of contamination" information come from?](#)
- [18. How do I report detected radon?](#)
- [19. What monitoring data is required to be included in the CCR?](#)
- [20. Why did the lead educational statement language change on the 2025 CCR drafts?](#)
- [21. Can I include a QR code that links to my electronic CCR?](#)
- [22. My system collected additional voluntary samples for contaminants during the calendar year covered by the CCR. Do I need to report the sample results?](#)
- [23. Do the draft CCRs meet accessibility standards for individuals with disabilities?](#)
- [24. What are the new CCR requirements beginning in 2025?](#)
- [25. Are we required to report PFAS initial monitoring data, collected under the new PFAS Rule,](#)

[in the CCR?](#)

1) What is the Consumer Confidence Report (CCR)?

The CCR is the centerpiece of the right-to-know provisions in the 1996 Amendments to the Safe Drinking Water Act. The CCR is an annual water quality report designed to assist your customers to make informed choices that affect their health and the health of their families. The CCR is required to be distributed by community water systems only.

2) Why aren't all analytes we sampled for showing on the CCR?

The CCR only shows **detected analytes**. If analytes are not detected then they are not displayed.

3) When is the CCR deadline?

The CCR must be delivered to the system's consumers no later than **June 30th** every year. A copy of the CCR and the Certificate of Delivery Form must also be submitted to us no later than **June 30th** every year.

- **Note:** Even if you use the [draft CCR](#) supplied by us, you must still review and complete the CCR and submit a **copy of the CCR that you delivered to customers with the [certificate of delivery](#)** by the deadline.

4) We are a new community water system, do we need to produce and deliver a CCR?

Only community water systems that began operation before the start of the previous calendar year need to produce and deliver a CCR. Your monitoring schedule, available at wqcdcompliance.com/schedules identifies if this is required for your water system.

5) We purchase or receive water from another water system. What are we required to include in our CCR?

Detected contaminants data (for regulated contaminants and monitoring conducted under UCMR) from the system(s) you purchase water from must be included in your CCR.

- To accomplish this, the Department **strongly encourages** you to attach the seller's complete CCR to your own CCR. Including the detected contaminants data tables from the seller's CCR will also satisfy this requirement.
- Detected contaminants within the wholesaler's distribution system that the purchasing system monitors for in their distribution system (e.g. disinfection byproducts, lead and copper), do not need to include the wholesaler's detects of the same contaminants if incorporating information into a single CCR.

- Wholesale water systems are required to provide a copy of their CCR to consecutive systems they sell water to by April 1 each year (or by a date mutually agreed upon by the wholesaler and the consecutive system).
- For systems that receive water from another system: Your monitoring schedule, found on wqcdcompliance.com/schedules, identifies the water system(s) that you must include the above mentioned information for with your CCR.

6) I used an emergency interconnect or emergency source. Do I need to include information about it in my CCR?

An emergency interconnect or emergency source is a connection or source that is rarely used and operates for no more than 90 days. Suppliers are not required to include data from these emergency connections or sources in their CCR. If the supplier uses the emergency source or interconnect for more than 90 days, they must include any relevant data in the CCR and contact their Compliance Specialist to discuss proper classification of the source.

7) How do I use the CCR to meet a public notification requirement (e.g., a monitoring violation or a fluoride secondary MCL)?

- This area is highlighted yellow if your water system needs to add an explanation of the violation(s). All violations must have an explanation of what happened and how it was resolved.
- If your system had a fluoride secondary MCL exceedance, and you are using the CCR to fulfill the required annual public notice, the required language is included in the draft CCR.
- Ensure that all 10 required elements for public notices are included in the CCR.
- You must use a **direct delivery method** (do not use a direct delivery waiver option).

8) What additional language is needed for backflow and cross-connection violations (for Tier 2 and Tier 3 violations)?

- You must include the following statement exactly as written: *"We have an inadequate backflow prevention and cross-connection control program. Uncontrolled cross connections can lead to inadvertent contamination of the drinking water."*
- If applicable, you must also include: *"We have installed or permitted an uncontrolled cross-connection,"* or *"We experienced a backflow contamination event."*

9) Is electronic delivery an option to meet the "direct delivery" requirement?

- Yes, electronic delivery is an easy and cost-effective way to deliver your CCR. Electronic delivery means you are providing a website URL link to your CCR. The link can be provided to your customers in a paper bill or mailer or in a dedicated CCR email for customers with emails on file. Please note, there are [specific requirements](#) suppliers

must meet, including ensuring the provided link goes **directly** to the CCR. Additionally, suppliers must provide a print copy of the CCR to consumers upon request.

- If your water system does not have a website, the CCR can be uploaded to a file sharing website, such as Google Drive, where the document is set to be publicly available for viewing.
- For suppliers that purchase water from another water system that wish to attach their wholesaler's CCR, your CCR and the wholesaler's CCR must be combined into one document. Providing one link for the wholesaler's CCR and a separate link for your CCR is not allowed.
- A website address URL link is required to be provided to customers, but suppliers are encouraged to create and include a QR code that links to the CCR.

10) How do I receive a small system direct delivery waiver?

- The [Certificate of Delivery Form](#) describes the population criteria and consumer notification requirements of these waivers. If eligible, indicate which waiver option you are selecting on the Certificate of Delivery Form by completing the correct section.
- If you are using the CCR to fulfill a public notification requirement, you cannot use a direct delivery waiver. Public notices must be directly delivered.

11) What am I required to report for unresolved significant deficiencies?

- This area is highlighted yellow if it applies to your water system.
- Describe steps you are taking to correct the deficiency and estimated completion date.
- Describe any interim measures you are taking.
- Note: Only systems that use a groundwater source are required to include information in the CCR about significant deficiencies. Only significant deficiencies that have not been corrected at the time of delivery of the CCR must be included in the report.

12) What if I do not have Microsoft Word?

The Department can create an editable draft CCR as a Google Document for your system. You do not need a Google account to access or edit. You only need a web browser and it's free to use. Please contact us for more information.

13) How do I remove the yellow highlighting on the draft CCR?

Sections highlighted in yellow must be filled in/completed by the water system.

- To remove the yellow highlighting: Right-mouse click on the yellow highlighted table cell. Look for the paint can image and click to change the color.

14) I'm monitoring for the Unregulated Contaminant Monitoring Rule (UCMR). What do I include?

- Systems identified as monitoring under the UCMR have an informational statement and blank data table included in their draft CCRs.
- For all systems that monitored for UCMR contaminants in the previous calendar year, the informational statement must be included in the CCR.
 - For systems with results for UCMR contaminants that were **above the detection limit**, you must include the average of the year's monitoring results and the range of detections for the contaminants that were detected.
 - For systems with results for UCMR contaminants that were **all below the detection limit**, the data table may be deleted.
 - Note: Samples that are reported as less than the lab's minimum reporting levels (MRLs) are considered below the detection limit or non-detect. These results will often be reported as < MRL by the lab. Any UCMR results reported as a numerical value are considered above the detection limit.
- For systems that **did not monitor** for UCMR contaminants in the previous calendar year, the informational statement and data table can be deleted.

15) We purchase water from another water system that conducted UCMR monitoring. Do we have to report their UCMR data in our CCR?

Yes, purchasing systems are required to include the seller's detected contaminants data both for regulated contaminants and monitoring conducted under UCMR, if above the detection limit. Purchasing systems can accomplish this by attaching the seller's complete CCR to their own CCR. Including the detected contaminants data tables from the seller's CCR will also satisfy this requirement.

16) If there are errors on the draft CCR, how do I get them corrected?

- **Data and Violations:** Please note that some of the units of measurement have been converted in order to make the data more understandable to the water users in comparison to the MCL units (this is not an error). If you discover an error in your data or violations, the water system is responsible for making corrections to the CCR prior to distribution. To have these errors corrected in our database, please contact your compliance specialist.
- **Water System Contacts and Sources:** The water system is responsible for making corrections to the CCR. To have these errors corrected in our database, please complete and submit a [system update form](#).

17) Where did the “potential sources of contamination” information come from?

In 2004, the Department determined where each public water system's source water comes from, what contaminant sources potentially threaten it, and how susceptible each water source is to potential contamination. The susceptibility of a water source is determined by examining the properties of its physical setting and potential contaminant source threats. The reports are located online at <https://www.colorado.gov/cdphe/swap-assessment-phase>.

18) How do I report detected radon?

If the system sampled for radon, you must include the results of monitoring (the analytical values) reported by the lab and include the following explanation of the significance of radon in water test results:

“Radon is a radioactive gas that you cannot see, taste, or smell. It is found in the soil throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can reach high levels in all types of homes. Radon can also be released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will be, in most cases, a small source of radon in indoor air.

Radon is a known human carcinogen. Breathing air that contains radon can lead to lung cancer. Drinking water that contains radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is four (4) picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a radon problem that are relatively inexpensive. For additional information, call the state radon program at 303-692-3030 or call the EPA Radon Hotline 1-800-SOS-RADON.”

19) What monitoring data is required to be included in the CCR?

- Only monitoring data from detected contaminants that are regulated under the Colorado Primary Drinking Water Regulations (Regulation 11) is required to be included in the CCR. Unregulated contaminant data is not required to be included in the CCR unless a water system is monitoring for the Unregulated Contaminant Monitoring Rule (UCMR). Parameters such as pH, alkalinity, and TDS are not regulated and are not required to be included in the CCR.
- If the supplier has collected additional voluntary samples and the sample results show the presence of other contaminants in the finished water, the Department strongly encourages the supplier to report any sample results which may show a health concern.

20) Why did the lead educational statement language change on the 2025 CCR drafts?

CCRs delivered in 2025 must comply with the associated CCR Rule requirements, as amended or revised by the 2021 LCRR, including the updated lead educational statement. However, the EPA

recently published additional changes to the lead educational statement in the federal Lead and Copper Rule Improvements to provide better risk communication and improve accuracy and clarity.

The Department has incorporated the LCRI lead educational statement beginning in 2025 for CCR drafts for 2024. Since the LCRI lead educational statement has not been incorporated into Regulation 11 as of Spring 2025, suppliers may use the language specified in the LCRR in Regulation 11 if they choose. Additionally, suppliers may replace the inserted contact person in their CCR draft to a more generic contact, like Customer Service.

21) Can I include a QR code that links to my electronic CCR?

When systems are completing their CCR through electronic delivery, the supplier must include a direct URL link to the CCR on a bill or a specific e-mail communication. In addition to the URL link, suppliers may include a QR code that links to their CCR to increase accessibility.

22) My system collected additional voluntary samples for contaminants during the calendar year covered by the CCR. Do I need to report the sample results?

- If the supplier collected additional voluntary samples (e.g., PFAS not associated with UCMR monitoring) and the sample results show the presence of contaminants in the finished water, the Department strongly encourages the supplier to report any sample results which may show a health concern.
- Detects above a proposed MCL or health advisory level show possible health concerns. For such contaminants, the Department recommends that the supplier include the following information in the CCR:
 - The sample result(s).
 - An explanation of the significance of the sample results noting the existence of a health advisory or a proposed regulation.

23) Do the draft CCRs meet accessibility standards for individuals with disabilities?

The Department updated our water system-specific CCR drafts in 2025 to better meet the Americans with Disabilities Act (ADA) web content accessibility standards to be more inclusive of all individuals with a disability. While we have made improvements, some data tables within the reports may still present navigation and interpretation challenges for screen reader users. Water systems are encouraged to include an accessibility statement at the beginning of their CCRs to accommodate individuals with a disability who require additional assistance. For example, "Some of the report's content may not be fully accessible. If you encounter any accessibility barriers with this report, please contact us at [phone or email]."

The Department also created a [blank ADA-compliant CCR template](#) without data tables which can be difficult for users of screen readers to navigate. Water systems are ultimately responsible for ensuring they meet the ADA web content accessibility requirements. These

requirements apply to state and local governments and businesses that are open to the public. If there are concerns please contact us at <https://cdphe.colorado.gov/wqcdcompliance#Contacts>. Below are additional resources related to accessibility:

- [Accessibility Law for Colorado State and Local Government](#).
- Microsoft Word has an accessibility checker built in to help identify issues. You can get to it by opening the Word Document and searching for “accessibility” in the “Tell me what you want to do” search menu bar. You can also use [Microsoft's accessibility help webpage](#).
- If you're posting online using a Google Doc then you can use their accessibility tools within Google Docs as well as viewing their website at <https://support.google.com/docs/answer/6199477?hl=en>.

24) What are the new CCR requirements beginning in 2025?

In 2021, the EPA published revisions to the Federal Register (40 CFR Part 141). These revisions included minor updates to the CCR Rule that are effective beginning in 2025. These new requirements are not associated with the CCR Rule Revisions that go into effect in January 2027.

Draft CCRs have been updated to include the new required elements. Systems creating their own reports and not utilizing the Department-generated drafts must ensure the new required information is included in their CCRs.

CCRs distributed by community water systems in 2025 must contain the new elements described below:

- A statement that the system completed a service line inventory, including instructions to access the publicly accessible inventory. If the service line inventory is available online, the CCR must include the direct link to the inventory.
 - Systems may add additional information about the service line inventory, such as information about verification efforts and/or service line replacements, or a statement that the system has all non-lead service lines, if applicable.
 - If your system has **not yet completed** a service line inventory, you should include a description of when the inventory will be completed and submitted to the Department.
- The range of lead and copper tap sample results, listed under the detected contaminants data section.
 - This information has been auto-populated in the draft CCRs. Water systems should confirm the listed range is correct, and make corrections to the CCR if necessary.

- The range of lead and copper tap samples is required in addition to information on the 90th percentile and sample size.
- The revised informational statement about lead in drinking water, specified below:

“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. We are 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 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>.”

- **Note:** You may use an alternative educational statement in the CCR if approved by the Department first.

25) Are we required to report PFAS initial monitoring data, collected under the new PFAS Rule, in the CCR?

Systems will be required to report detected PFAS analytes with results above the specified trigger levels beginning with CCRs delivered in 2027. Beginning in 2027, systems are also required to report any PFAS monitoring and reporting violations in the CCRs. Systems will be required to report MCL violations with the required health effects language in the CCR, starting in 2029.

The Department encourages all water systems to keep their customers updated on their PFAS-related activities, including all sampling results (even if PFAS aren't detected) and any potential PFAS reduction steps they are taking.