



Consumer Confidence Report (CCR) Final Revised Rule

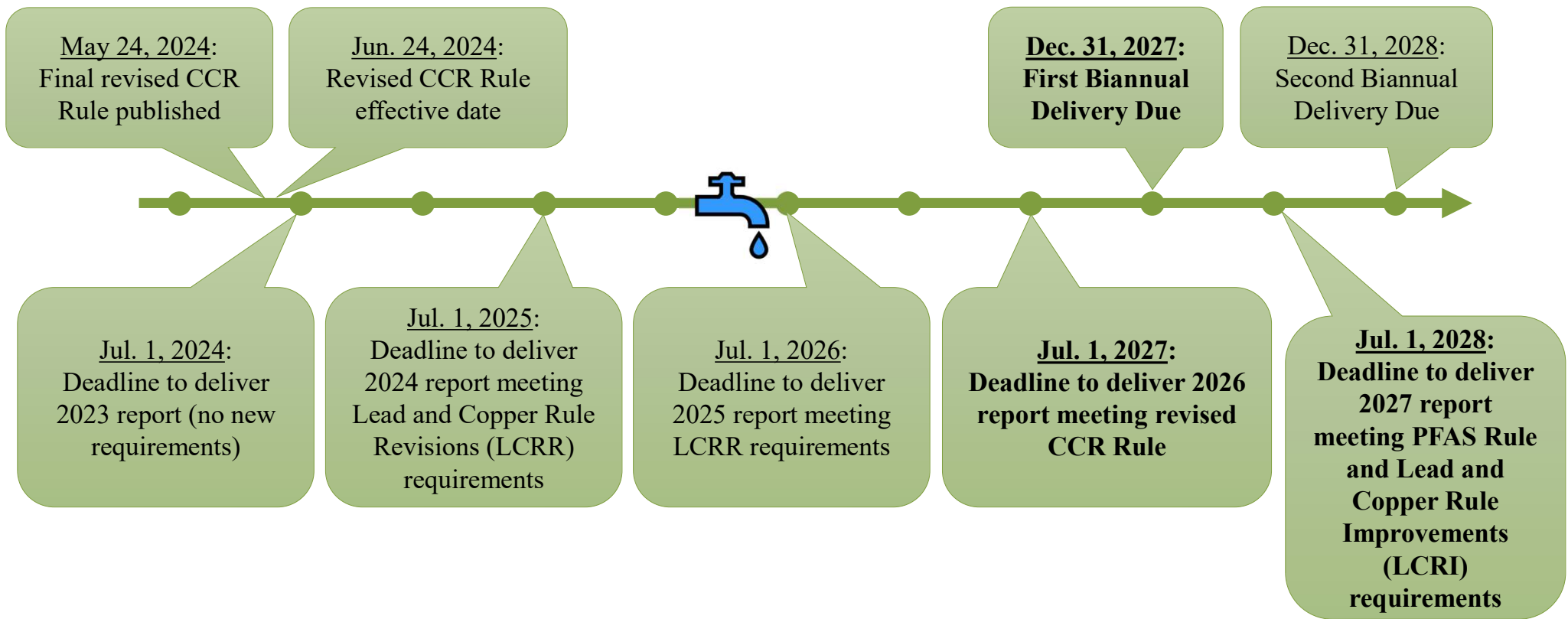
40 CFR Part 141 Subpart O

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NCWOA Lab Tech Day

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Timeline



Overview of Revised CCR Final Rule Changes

PART 1: Improving Clarity, Readability, and Understandability

- Summary of Key Information
- Translation Access
- Additional Required Definitions
- Updated Language for Arsenic, Nitrate, Revised Total Coliform Rule, and Unregulated Contaminants
- Graphs and Infographics

PART 2: Information Specific to Lead in Drinking Water

- 2025 CCR Requirements
- 2026 CCR Requirements
- 2027 CCR Requirements

PART 3: Report Delivery

- New Options for Delivery and Good Faith Efforts
- Biannual Delivery Required for Systems $\geq 10,000$ persons
- Accessibility, Certification, and Recordkeeping Changes

PART 4: Additional Information

- PFAS
- ECERT Instructions
- Drinking Water Watch
- CCR Common Mistakes
- Important Links



Part 1: Improving Clarity, Readability, and Understandability



Summary of Key Information Requirements [40 CFR 141.156]

Summary Displayed at the Beginning of the Report

- Should use plain language
- Infographics are allowed
- Summary of Violation – includes explanation and compliance/corrective actions for violations
 - MCL or MRDL exceedance
 - Lead Action Level exceedance
 - Treatment Techniques
 - Special Monitoring for unregulated contaminants or sodium
 - Violation of the terms of a variance, an exemption, or an administrative or judicial order
 - Lead and copper control requirements
 - Filtration and Disinfection
 - Monitoring, Reporting, Recordkeeping
 - Significant Deficiency or Fecal Indicator Positive Groundwater Source
 - Level 1 or Level 2 Assessments
- Contact Information
 - Telephone number for owner, operator, or designee
 - Recommended, if applicable, per 40 CFR 141.153(h)(2)
 - Information to access website or other media platforms

Summary of Key Information Requirements [40 CFR 141.156]

If applicable, include:

- Directions for consumers to request paper copy when using the following delivery methods
 - Mailing a notification that the report is available on a website via a direct link
 - Emailing a direct link or electronic version of the report
- Information where consumers may obtain a translated copy
 - When systems serve a large proportion of consumers with limited English proficiency
- Specify CCR is serving to provide Public Notification (PN) for violation(s) or situations
 - Brief statement of the nature of notice(s)
 - Location of the PN(s) in the report
- Summary of 6-month update noting any new information for the current year (January – June)
 - For systems that serve $\geq 10,000$ persons
 - Specifics for new information in future slide

Translation Access [40 CFR 141.153(h)(3) and 40 CFR 141.155(i)]

Systems serving communities with a large proportion of consumers with limited English proficiency must:

- Contain information in the appropriate language(s) regarding the importance of the report
- Provide one of the following:
 1. Information on how to obtain a translated copy of the report
 2. Information on how to obtain assistance in the appropriate language(s)
 3. Provide a translated copy of the report with direct delivery

Systems serving $\geq 100,000$ consumers must:

- Have a plan to provide assistance to limited English proficient consumers
 - Evaluate languages spoken by persons with limited English proficiency served by water system and include system's anticipated approach to address translation needs
- Evaluate plan annually and submit plan annually to the State with the CCR by July 1st
- Starting with the 2026 CCR due July 1, 2027

EPA announced with final revisions that they will provide translated language to reduce the burden of preparing translated reports (in final rule information in Federal Register)

Additional Required Definitions [40 CFR 141.153(c)]

Contaminant

Any physical, chemical, biological, or radiological substance or matter in water

Pesticide

Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest

Herbicide

Any chemical(s) used to control undesirable vegetation

Updated Required Language

Revises the current required language in the CCR template in numerous places:

- Includes a statement about reasons for monitoring unregulated contaminants
 - 40 CFR 141.153(d)(7)
- Updates standard language for Revised Total Coliform Rule
 - 40 CFR 141.153(h)(7)
- Revised educational information on health effects of arsenic which are detectable above half the MCL but not in violation of the MCL
 - 40 CFR 141.154(b)
- Revised educational information on health effects of nitrate which are detectable above half the MCL but not in violation of the MCL
 - 40 CFR 141.154(c)

Graphs and Infographics Allowed [40 CFR 141.153(d)(2)]

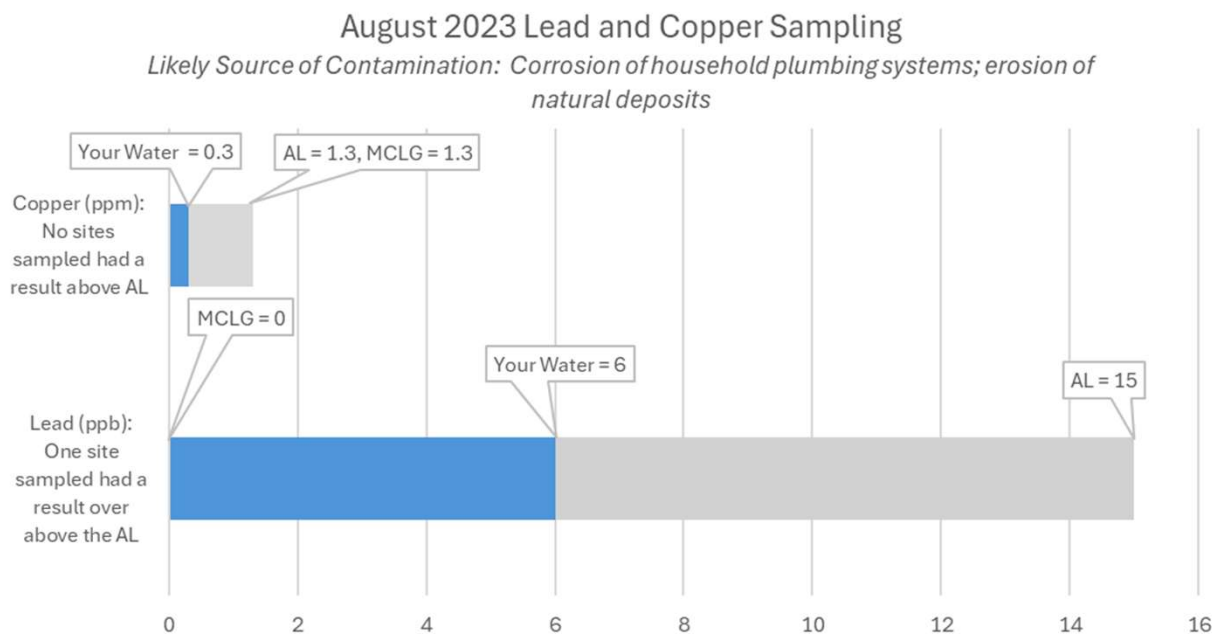
Changes the requirement that contaminant data must be in one or more tables to contaminant data must be in a clear and understandable format which may include, but is not limited to, tables.

- Data tables are still allowed but other options can be used to present the data
- Does not change what data needs to be included:
 - Contaminant Name
 - Units
 - MCLG/MRDLG, AL, LRAA, or MCL
 - Range
 - Year Sampled
 - MCL Violation (Y/N)
 - Likely Source of Contamination

NCDEQ's CCR template will continue to include data tables as the format for presenting contaminant data.

Graphs and Infographics Example

Contaminant (units)	Sample Date	Your Water (90th Percentile)	Number of sites found above the AL	MCLG	AL	Likely Source of Contamination
Copper (ppm)	August 2023	0.3	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb)	August 2023	6	1	0	15	Corrosion of household plumbing systems; erosion of natural deposits



Part 2: Information Specific to Lead in Drinking Water



Lead Related Required Language

Included In NCDEQ 2025 CCR Template With Future Updates

Lead and Copper Data Requirements - [40 CFR 141.153(d)(4)(vi)]

- 90th percentile
- Number of sites exceeding action level
- Range of results

Access - [40 CFR 141.153(h)(8)(i)-(ii)]

- (i) Inform consumers that complete lead tap sampling data are available for review and include information on how to access the data
- (ii) Include a statement that a service line inventory has been prepared and include instructions to access the publicly accessible service line inventory.
 - Starting in 2028 if the service line inventory is available online, the report must include the direct link to the inventory.

Short Informational Paragraph About Lead in Drinking Water and Its Effects on Children – [40 CFR 141.154(d)]

- Starting in 2027 the language will have updates.

Lead Related Required Language – Cont.

Beginning with 2026 Reports Due July 2027

Exceeded the Lead Action Level - [40 CFR 141.153(d)(8)]

- Clear and readily understandable explanation of the exceedance
- Steps consumers can take to reduce their exposure to lead in drinking water
- Description of any corrective actions the system has or will take to address the exceedance

An Explanation of Corrosion Control Efforts - [40 CFR 141.153(h)(8)(iv)]

- Corrosion control efforts consist of treatment (e.g., pH adjustment, alkalinity adjustment, or corrosion inhibitor addition) and other efforts contributing to the control of the corrosivity of water (e.g., monitoring to assess the corrosivity of water).
- Template language will be available in the NCDEQ 2026 CCR Template

Updated Health Language Compared to Reports Due in 2026 - [40 CFR 141.154(d)]

- Short informational paragraph about lead in drinking water and its effects on children.

Lead Related Required Language – Cont.

Beginning with 2027 Reports Due July 2028

Systems with Lead, GRR, Lead Status Unknown – [40 CFR 141.153(h)(8)(iii)]

- Include information on how to obtain a copy of the service line replacement plan or a direct link to the plan if the system is required to make the service line replacement plan available online

Statement That the Water System is Required to Sample for Lead in Schools and Licensed Childcare Facilities – [40 CFR 141.153(h)(8)(v)]

- Requested by the facility and that directs the public to contact their school or childcare facility for further information about potential sampling results.

Direct Link Required to Inventory – [40 CFR 141.153(h)(8)(ii)]

- (ii) Include a statement that a service line has been prepared and include instructions to access the publicly accessible service line inventory.
 - **Starting in 2028 if the service line inventory is available online, the report must include the direct link to the inventory.**

Part 3: Report Delivery



Direct Delivery [40 CFR 141.155(a)]

Systems must use, at a minimum, one of the following forms of delivery:

- **Mail or hand deliver a paper copy**
- **Mail a notification that the report is available on a website via a direct link**
 - The link must go directly to the report with **no additional navigation required**
 - Prominently display directions for any customer to request a paper copy of the report
 - Report must be publicly available on the website at time notification is made
 - A copy of the notice must be submitted to the State with the report and certification
- **Email a direct link or electronic version of the report**
 - The link must go directly to the report with **no additional navigation required**
 - The report can be attached to or embedded in an email
 - Prominently display directions for any customer to request a paper copy of the report
 - A copy of the notice must be submitted to the State with the report and certification

Good Faith Efforts [40 CFR 141.155(a)(4)]

In addition to direct delivery, systems are required to make a good faith effort to reach consumers that do not receive a water bill. A mix of methods should be used to reach the broadest possible range of persons served by the water system.

40 CFR 141.155(a)(4)(i)

Where a system is aware that it serves a substantial number of **non-bill paying consumers**, the system is encouraged to directly deliver the reports or notices of availability of the reports to service addresses

40 CFR 141.155(a)(4)(ii)

Where a system is aware of a substantial number of **bill-paying consumers** without access to electronic forms of the report, the system should use at least one non-electronic form of delivery

Types of Good Faith Efforts

Current Good Faith Efforts

- Mailing reports with links to the reports to all service addresses and/or postal customers
- Advertising the availability of the report in the news media
- Publication in a local newspaper
- Delivery of multiple copies for distribution by single-biller customers such as apartment buildings or large private employers
- Delivery to community organizations

New Good Faith Efforts Added

- Posting the reports on the internet
- Mailing postcards with links to the reports to all service addresses and/or postal customers
- Using an opt in notification system to send emails and/or texts with links to the reports to interested consumers
- Posting a copy of the report or notice of availability with links (or equivalent, such as Quick Response (QR) codes) in public places such as cafeterias or lunchrooms of public buildings
- Advertising the availability of the report on social media
- Holding a public meeting to educate consumers on the reports

Biannual Delivery Change [40 CFR 141.155(j)]

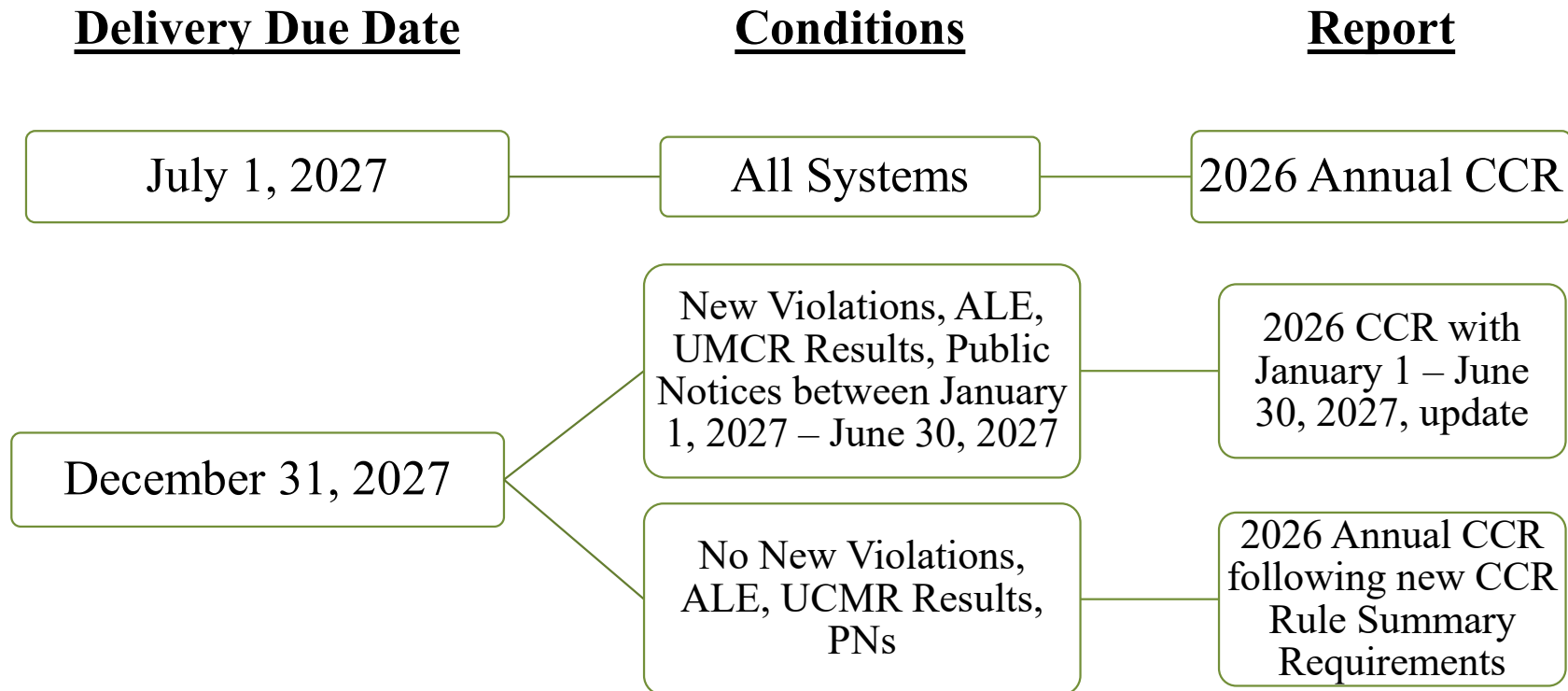
First Delivery – Due by July 1, 2027

- All systems required to deliver 2026 CCR
- Systems that sell water to another system must deliver applicable information to buyer by April 1, 2027
- Submit to State and Certify by July 11, 2027

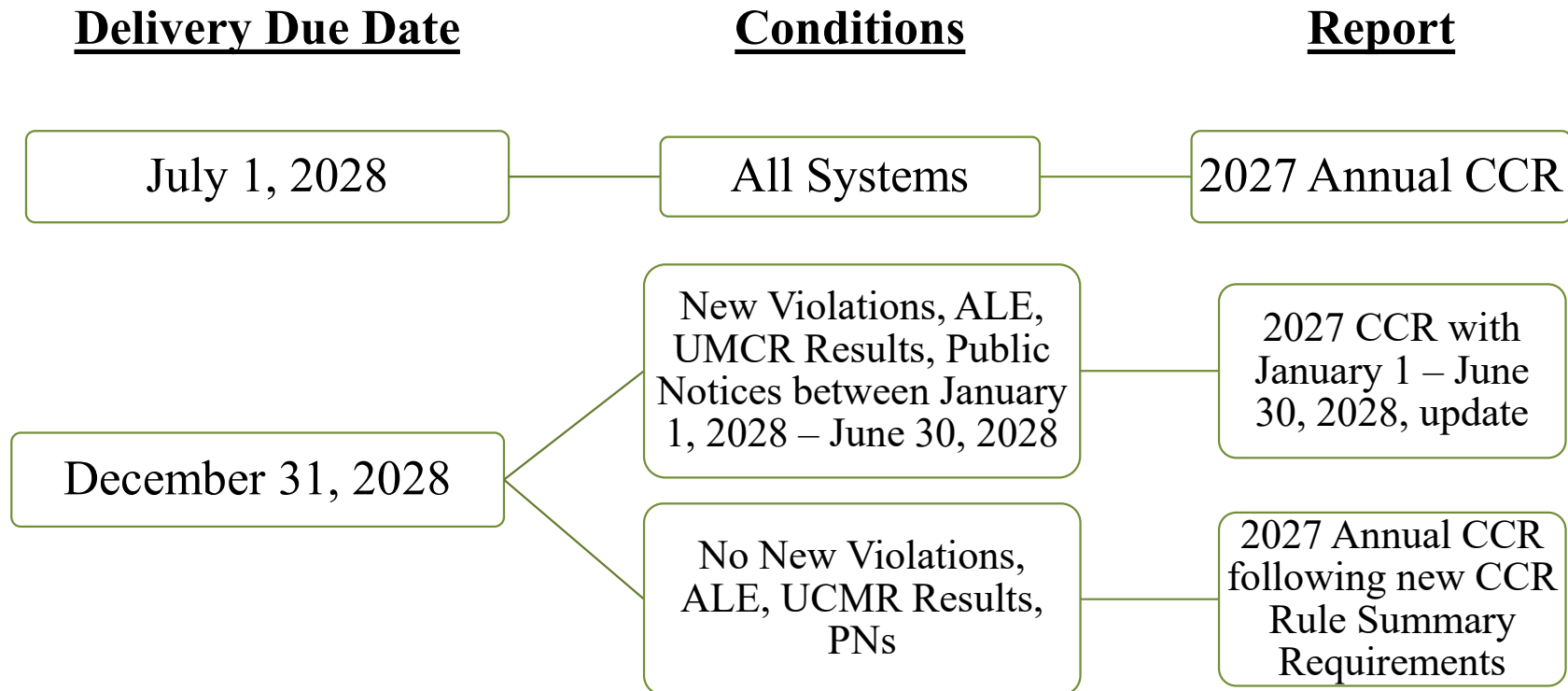
Second Delivery – Due by December 31, 2027 – Only required for systems with $\geq 10,000$ persons

- Provide a 6-month update (January – June) for the current calendar year with the following, if applicable:
 - Violations
 - Action Level Exceedance
 - UCMR results
 - Public Notices
- Systems that sell water to another system must deliver applicable information to buyer by October 1, 2027
- Systems without a violation or an ALE for the six-month period between reports may resend the original annual report
 - Include new Summary Rule Requirements for January through December of the previous calendar year
- Submit to State and Certify by January 10, 2028

2027 Report Year



2028 Report Year



Accessibility, Certification, and Recordkeeping Changes

Recordkeeping – [40 CFR 141.155(a)(4)]

CCRs posted on a website must be retained for at least 3 years and made available to the public and in an accessible format

Certification Due No Later Than 10 Days After Required CCR Distribution Date – [40 CFR 141.155(c)]

- **Annual CCR Distribution by – July 1st**
- **Annual CCR Submission and Certification to State by – July 11th**
- **Biannual CCR Distribution by – December 31st**
- **Biannual Submission and Certification to State by – January 10th**

Accessibility – [40 CFR 141.155(e)]

Systems should make a reasonable effort to provide the reports in an accessible format to anyone who requests an accommodation

Accessibility – [40 CFR 141.155(f)]

Systems serving $\geq 50,000$ persons must post its current year's report to a publicly-accessible site on the internet

Part 4: ECERT, Drinking Water Watch, Common Mistakes, and Important Links



PFAS Requirements for the CCR

Beginning with 2027 Reports due July 2028

- Initial monitoring results will be required to be included in the CCR beginning with reports delivered in 2028
- Detectable PFAS results are defined as at or above the trigger level for the purpose of CCR reporting
- Sources of contamination and health effects language added to CCR rule for regulated PFAS contaminants
- Unregulated contaminants
 - 40 CFR 141.153(d)(7) requires reporting of average, range of detection, explanation of reasons for monitoring

ECERT

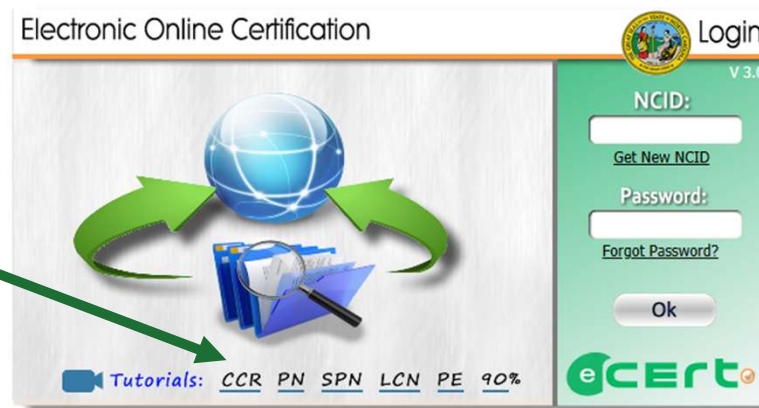


Public Water Supply Section



CCR Tutorial

- How to certify delivery of CCR
- How to identify Good Faith efforts used
- How to upload CCR to submit to NC DEQ



Help Document

- Instructions for how to request NCID to login to ECERT
- Instructions for how to request ECERT access
- Instructions for how to unlock your NCID account

<https://pws.ncwater.org/ECERT/pages/default.aspx>

Where to Find Water System's Contaminant Data?

Drinking Water Watch - <https://www.pwss.enr.state.nc.us/NCDWW2/>

- Enter Water System No., then select system
- Review Data and Violations

Water System Facilities	Violations Enforcement Actions	TCR Sample Results (Total Coliform Rule)	TTHM Summaries (Total Trihalomethanes)
Sample Points	Assistance Actions	Recent Positive TCR Results (Total Coliform Rule)	HAA5 Summaries (Haloacetic Acids)
Sample Schedules / FANLs / Plans (Facility Analyte Levels)	Compliance Schedules	Other Chemical Results	PBCU Summaries (Lead and Copper)
Milestones	IOC/Alkalinity Results (Total Organic Carbon)	Other Chemical Results by Analyte	Chlorine Summaries
TCR Sample Summaries	LRAA (TTHM/HAA5) (Location Running Annual Average)	Recent Non-TCR Sample Results	Turbidity Summaries
Residual Disinfectant (for CCR)			

General Reminders for Common Mistakes

Make Sure to Always Use the Current NC DEQ Template!

- Do not piece together older templates/reports
 - Systems often miss updated required language or do not remove language no longer required
- Template instructions should not remain in submitted CCR

Leaving Blanks in Data Tables is Not Best Practice

- Use “N/A” and/or “ND” for contaminants that had no detects

Lead and Copper

- Missing data table
 - Lead and Copper non-detects are required
- Ensure to use most recent required Lead language in the template
- Include instructions to access Lead Service Line and all Lead and Copper data

General Reminders for Common Mistakes

Proof of Delivery

- Include the utility bill, email, or notification of availability in the CCR submittal
- Even if CCR is correct, CCR will be rejected for not including proof of these delivery options

Must Meet PN Delivery Requirements

- When PN is added to CCR, CCR will be rejected for not meeting PN direct delivery requirements
 - Direct Delivery via any of the following ways:
 - Mail
 - Hand delivery
 - In utility bill with direct link
- Must submit CCR to PN Module of ECERT to get credit for PN

CCR Direct Website Link Must Open to the CCR, Not a Homepage

Operators Who Operate More Than One PWS, Often Mix-up the Data and PWS Information in the CCRs

Important Links

EPA Final Rule: May 25, 2024 <https://www.federalregister.gov/documents/2024/05/24/2024-10919/national-primary-drinking-water-regulations-consumer-confidence-reports>

EPA Fact Sheet: CCR Rule Revision Comparison - https://www.epa.gov/system/files/documents/2024-12/ccr-rule-comparison-factsheet_508.pdf

EPA CCR Website: <https://www.epa.gov/ccr/consumer-confidence-report-rule-revisions>

40 CFR Part 141 Subpart O – Consumer Confidence Reports: <https://www.ecfr.gov/current/title-40/chapter-I/subchapter-D/part-141/subpart-O>

NCDEQ ECERT: <https://pws.ncwater.org/ECERT/pages/default.aspx>

NCDEQ Drinking Water Watch: <https://www.pwss.enr.state.nc.us/NCDWW2/>

NCDEQ CCR template and instructions: <https://www.deq.nc.gov/about/divisions/water-resources/drinking-water/compliance-services#CCR>

Questions?

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