



Massachusetts Department of Environmental Protection  
Bureau of Resource Protection – Drinking Water Program

# Consumer Confidence Report Template

It is strongly recommended that you consult *Appendix M: Consumer Confidence Reporting Guidelines* which is the official state document for CCR reporting. Also consult *Recommended Tips for Preparing User Friendly Consumer Confidence Reports*. These guides contain attachments on contaminants, certification forms, and other helpful aids. You can find these documents on the MassDEP Web site: <http://www.mass.gov/dep/water/drinking/systems.htm#ccr>.

MassDEP encourages all public water systems to use the Consumer Confidence Report (CCR) as a tool to educate customers about their efforts to provide safe drinking water.

If you follow the instructions noted in each section of this template, your report will be in full compliance with the current federal and state CCR requirements.

The template is a Microsoft Word document that can be downloaded to your hard drive. Follow the directions throughout the template, and delete the colored text when you insert your system's information. Once data entry is completed, review for accuracy and print.

- Instructional text in ***[red italic brackets]*** concerns **required information**. Delete this text after filling in any required information.
- Instructional text in ***[blue italic brackets]*** concerns **recommended or optional information**. Delete this text after filling in any information.

The basic information that is required for each CCR falls into the following sections within the template. In each of the sections you will find explanations of what you need to report. Much of the related information you need is found in *Appendix M: Consumer Confidence Reporting Guidelines* (the Guide) and attachments, you will find references to these sections for additional information.

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**Before July 1:**

- Distribute the CCR to your customers (by mailing, publishing, posting, and any other required methods).

Submit a copy of the CCR, the CCR certification form, and supporting documentation to MassDEP Boston, your regional office, your local health board, and the MA Department of Public Health. Refer to Appendix M – The Guide, for distribution requirements and addresses.

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Environmental Protection  
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Boston, MA 02108-4746

Commonwealth of  
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Department of  
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Protection

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Printed on recycled paper.

This information is available  
in alternate format by calling  
our Diversity Director at  
617-292-5751.

# [YEAR] Annual Drinking Water Quality Report

For

[PWS NAME]

[City/Town], Massachusetts

MASSDEP PWSID # [XXXXXXX]

This report is a snapshot of drinking water quality that we provided last year. Included are details about where your water comes from, what it contains, and how it compares to state and federal standards. We are committed to providing you with information because informed customers are our best allies.

## I. PUBLIC WATER SYSTEM INFORMATION

Address: *[system address]*

Contact Person: *[system contact person name for further information]*

Telephone #: *[system phone#]*

Fax #: *[insert fax number if available or delete]*

Internet Address: *[insert system web address if available or delete]*

### Water System Improvements

Our water system is routinely inspected by the Massachusetts Department of Environmental Protection (MassDEP). MassDEP inspects our system for its technical, financial, and managerial capacity to provide safe drinking water to you. To ensure that we provide the highest quality of water available, your water system is operated by a Massachusetts certified operator who oversees the routine operations of our system. As part of our ongoing commitment to you, last year we made the following improvements to our system: *[Insert a statement on your system's response to the latest Sanitary Survey findings. Describe what your system did to eliminate any deficiencies during the reporting year, or otherwise describe any other system improvements.]*

### Opportunities for Public Participation

If you would like to participate in discussions regarding your water quality, you may attend the following meetings or educational events: *[Insert information about opportunities for public participation in meetings and educational events including dates, times and locations].*

## 2. YOUR DRINKING WATER SOURCE

### Where Does My Drinking Water Come From?

Your water is provided by the following sources listed below:

*[Insert information about the source(s) of your drinking water including: # of sources, common name of source, MassDEP source ID# (refer to your sample schedule for source #s), type of water (groundwater or surface water), and physical location of sources. Add or delete as many lines as required. Delete examples in red text from table.]*

Source Name	MassDEP Source ID#	Source Type	Location of Source
Well #1	5054003-01G	Groundwater	Northwesterly corner of the building
Smith Street Well	5054003-02G	Groundwater	Smith Street

### Is My Water Treated?

*[Insert information on treatment if required by MassDEP, or delete this section if not applicable to your water system. MassDEP encourages all systems to include information on water treatment practices.]*

*[The following are examples of treatment statements that you may use. Modify/Add treatment information that is applicable to your system. Delete all that do not apply. Refer to Att. F of the Guide for additional information on treatment techniques.]*

Our water system makes every effort to provide you with safe and pure drinking water. To improve the quality of the water delivered to you, we treat it to remove several contaminants.

*[Examples]*

- We add a disinfectant to protect you against microbial contaminants.*
- We filter the water to remove small particles and organisms such as sediment, algae and bacteria.*
- We chemically treat the water to reduce lead and copper concentrations.*
- We add fluoride to the water to aid in dental health and hygiene.*
- We aerate and/or filter the water to remove volatile organic contaminants.*
- We aerate the water to reduce radon concentrations.*
- We chemically treat the water to reduce levels of iron and manganese.*
- We filter the water to remove uranium and other naturally occurring radionuclides.*
- We filter the water to remove arsenic.*

The water quality of our system is constantly monitored by us and MassDEP to determine the effectiveness of existing water treatment and to determine if any additional treatment is required.

*{OPTIONAL-insert a statement if your system does not treat the water-such as:}*

Our water system makes every effort to provide you with safe and pure drinking water. We are pleased to report that your water does not need to be treated at this time to meet these goals. The water quality of our system is constantly monitored by us and MassDEP to determine if any future treatment may be required.

*{OPTIONAL-insert a statement if your system is working on the installation of treatment -such as:}*

Our water system makes every effort to provide you with safe and pure drinking water. The water quality of our system is constantly monitored by us and MassDEP to determine if any treatment may be required.

Prior water quality test results show that the water needs to be treated to continue to meet these goals. To improve the quality of the water, our system is working on the installation of treatment to *[reduce or remove \_\_\_\_\_ ]*. We expect this treatment to be on-line and operational by *[date]*.

### **How Are These Sources Protected?**

*[You must include information on your system's susceptibility ranking and where your consumers can get a copy of the SWAP report. See the guide – Att. G for more information.]*

MassDEP has prepared a Source Water Assessment Program (SWAP) Report for the water supply source(s) serving this water system. The SWAP Report assesses the susceptibility of public water supplies.

### **What is My System's Ranking?**

A susceptibility ranking of *[high, moderate, low]* was assigned to this system using the information collected during the assessment by MassDEP.

### **Where Can I See The SWAP Report?**

The complete SWAP report is available at *[the water department, board of health, or other location]* and online at <http://www.mass.gov/dep/water/drinking/sourcewa.htm#reports> . For more information, call *[water system contact and phone number]*.

*{OPTIONAL- It is recommended to highlight significant sources of contamination, and include a brief summary of the water system's susceptibility to potential sources of contamination. Consider adding recommended information referenced in the source protection section of the guide-Att. G.}*

### **What Are the Key Issues For Our Water Supply?**

The SWAP Report notes the key issues of *{key issues from the discussion section of the SWAP Report}* in the water supply protection area for source(s) *{names}*. The report commends our water system on *{existing source protection measures}*.

### **What Can Be Done To Improve Protection?**

The SWAP report recommends:

- *{Key recommendation}*.
- *{Key recommendations}*.

Our public water system plans to address the protection recommendations by:

- *{PWS plans}*
- *{PWS plans}*.

Residents can help protect sources by:

*{Examples}*

- *Practicing good septic system maintenance*
- *Supporting water supply protection initiatives at the next town meeting*
- *Taking hazardous household chemicals to hazardous materials collection days*
- *Contacting the water department or Board of Health to volunteer for monitoring or education outreach to schools*
- *Limiting pesticide and fertilizer use, etc.*

### 3. SUBSTANCES FOUND IN TAP WATER

*[Insert the following required language.]*

Sources of drinking water (both tap water and bottled 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 include:

**Microbial contaminants** -such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

**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, and farming.

**Pesticides and herbicides** -which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

**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.

**Radioactive contaminants** -which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the Department of Environmental Protection (MassDEP) and U.S. Environmental Protection Agency (EPA) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and Massachusetts Department of Public Health (DPH) regulations establish limits for contaminants in bottled water that must provide the same protection for public health. All 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 (800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and some infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control and Prevention (CDC) guidelines on lowering the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. [INSERT THE NAME OF YOUR UTILITY] is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

#### 4. IMPORTANT DEFINITIONS

*[Insert the following definitions as applicable. The definitions should relate to the contaminants reported in your water quality tables or terms referenced elsewhere in the report. Refer to the Regulated Contaminants table found in Att. C of the Guide for a complete list of contaminants with MCLs, MRDLs, Treatment Techniques (TTs) and Action Levels (ALs). Delete all definitions that do not apply to your system.]*

*[Insert MCL & MCLG definitions if reporting regulated contaminants subject to a maximum contaminant level.]*

**Maximum Contaminant Level (MCL)** – 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.

**Maximum Contaminant Level Goal (MCLG)** – 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.

*[Insert MRDL & MRDLG definitions if reporting regulated contaminants subject to a maximum residual disinfectant level such as chlorine, chloramines or chlorine dioxide.]*

**Maximum Residual Disinfectant Level (MRDL)** -- The highest level of a disinfectant (chlorine, chloramines, chlorine dioxide) allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum Residual Disinfectant Level Goal (MRDLG)** -- The level of a drinking water disinfectant (chlorine, chloramines, chlorine dioxide) below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

*[Insert TT definition if reporting regulated contaminants subject to a treatment technique such as turbidity, total organic carbon, epichlorohydrin, or acrylamide.]*

**Treatment Technique (TT)** – A required process intended to reduce the level of a contaminant in drinking water.

*[Insert Action Level definition if reporting regulated contaminants subject to an action level such as lead or copper.]*  
*{OPTIONAL - The 90<sup>th</sup> Percentile definition is optional.}*

**Action Level (AL)** – The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

**90<sup>th</sup> Percentile** – Out of every 10 homes sampled, 9 were at or below this level.

*[Insert the following definition if your system is operating under a variance or exemption.]*

**Variances and Exemptions** – State or EPA permission not to meet an MCL or a treatment technique under certain conditions.

*{OPTIONAL-The following definitions may be used when referring to units of measure, as listed in the Guide - Att. C.}*

ppm = parts per million, or milligrams per liter (mg/l)

ppb = parts per billion, or micrograms per liter (ug/l)  
ppt = parts per trillion, or nanograms per liter  
pCi/l = picocuries per liter (a measure of radioactivity)  
NTU = Nephelometric Turbidity Units  
ND = Not Detected  
N/A = Not Applicable  
mrem/year = milliremms per year (a measure of radiation absorbed by the body)

*{OPTIONAL-The following definitions may be used when referring to secondary contaminant levels or established guidelines.}*

**Secondary Maximum Contaminant Level (SMCL)** – These standards are developed to protect the aesthetic qualities of drinking water and are not health based.

**Massachusetts Office of Research and Standards Guideline (ORSG)** – This is the concentration of a chemical in drinking water, at or below which, adverse health effects are unlikely to occur after chronic (lifetime) exposure. If exceeded, it serves as an indicator of the potential need for further action.

## 5. WATER QUALITY TESTING RESULTS

*[Include in the following tables ALL regulated and unregulated contaminant detections reported to MassDEP as required by routine monitoring, or conducted as required special monitoring. You must report the results of data from the most recent round of sampling for EACH monitoring group, even if the results are in compliance with established MCLs or action levels. If no sampling for a specific monitoring group was conducted within the past year, you must still include in the table the latest monitoring data available within the last 5 years. Use as many lines or tables as needed in your report. See Att. C of the Guide for table of contaminants.]*

*[NOTE: A detected contaminant is any contaminant observed at or above its laboratory minimum detection level (MDL). If the contaminant is reported by the laboratory as less than (<) the MDL, not-detected (ND) or otherwise below the detection limit (BDL), that contaminant is not required to be included within the report.]*

### **What Does This Data Represent?**

The water quality information presented in the table(s) is from the most recent round of testing done in accordance with the regulations. All data shown was collected during the last calendar year unless otherwise noted in the table(s).

**[If your system has a **waiver** for any contaminant group, such as volatiles (VOCs), inorganics (IOCs) or synthetics (SOCs), and is not required to monitor regularly, include the following statement.]**

MassDEP has reduced the monitoring requirements for *[insert name of contaminant group(s): volatile organic contaminants, inorganic contaminants, synthetic organic contaminants]* because the source is not at risk of contamination. The last sample collected for these contaminants was taken on *[insert date(s)]* and was found to meet all applicable US EPA and MassDEP standards.

**[If reporting lead or copper detections; use the table below-otherwise delete.]**

	Date(s) Collected	90 <sup>TH</sup> percentile	Action Level	MCLG	# of sites sampled	# of sites above Action Level	Possible Source of Contamination
Lead (ppb)			15	0			Corrosion of household plumbing systems; Erosion of natural deposits
Copper (ppm)			1.3	1.3			Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives

- **[For specific information on reporting your lead and copper sampling results, you may refer to your most recent Lead and Copper Review Summary Sheet if available from your MassDEP regional office. Report the results of your most recent lead and copper sampling round. If more than one sample round was collected during the last calendar year report the results from the most recent round.]**
- **[All CCRs must contain this lead educational statement:]**  
*“If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. [INSERT THE NAME OF YOUR UTILITY] is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.”*
- **[For any violations, including failure to meet corrosion control treatment, source water treatment or lead service requirements you must include the health effects statement listed for that contaminant, an explanation of the violation/exceedance, and actions taken to address the violation. Refer to the ‘Compliance with Drinking Water Regulations’ section of this template for violation examples and required health statements.]**

**[If reporting bacteria detections; use one of the tables below-delete all other tables or lines that do not apply.]**

**[If your system collects less than 40 total coliform samples per month; use the table below to report any bacteria detections during the last calendar year. If your system detected either fecal or E.coli positive samples, you must report the highest total # positive in a month, otherwise you may delete the fecal/E.coli line from the table.]**

	Highest # Positive in a month	MCL	MCLG	Violation (Y/N)	Possible Source of Contamination
Total Coliform		1	0		Naturally present in the environment
Fecal Coliform or E.coli		*	0		Human and animal fecal waste

\* Compliance with the Fecal Coliform/E.coli MCL is determined upon additional repeat testing.

*[If your system collects 40 or more total coliform samples per month; use the table below to report any bacteria detections during the last calendar year. If your system detected either fecal or E.coli positive samples, you must report the highest total # positive in a month, otherwise you may delete the fecal/E.coli lines from the table.]*

	Highest % Positive in a month	Total # Positive	MCL	MCLG	Violation (Y/N)	Possible Source of Contamination
Total Coliform		-----	>5%	0		Naturally present in the environment
Fecal Coliform or E.coli	-----		*	0		Human and animal fecal waste

\* Compliance with the fecal coliform/E.coli MCL is determined upon additional repeat testing.

*[For any violations, you must include the health effects statement for that contaminant, an explanation of the violation/exceedance, and actions taken to address the violation. Refer to the ‘Compliance with Drinking Water Regulations’ section of this template for violation examples and required health statements.]*

**[If required to collect turbidity information; use one of the tables below – delete all tables that do not apply.]**

*[When reported as a MCL for systems that must install filtration but have not, include the highest monthly average for turbidity measurements collected during the last calendar year in the table below.]*

	MCL	Highest Monthly Average	Violation (Y/N)	Possible Source of Contamination
Turbidity (NTU)	5			Soil runoff

*[When turbidity is reported as a Treatment Technique (TT) for systems that meet the criteria for avoiding filtration, include the highest single measurement found in any month. You must also explain the reasons for measuring turbidity, which has been included in the chart.]*

	TT	Highest Detected Daily Value	Violation (Y/N)	Possible Source of Contamination
Turbidity (NTU)	5			Soil runoff
Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality.				

*[When turbidity is reported as a Treatment Technique (TT) for systems that filter and use turbidity as an indicator of filtration performance, include the highest single measurement and the lowest monthly percentage of samples meeting the turbidity limits specified in 310 CMR 22.20 for the relevant filtration technology during the last calendar year. You must also explain the reasons for measuring turbidity, which has been included in the chart.]*

Turbidity	TT	Lowest Monthly % of Samples	Highest Detected Daily Value	Violation (Y/N)	Possible Source of Contamination
Daily Compliance (NTU)	5	-----			Soil runoff
Monthly Compliance*	At least 95%		-----		
Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality.					
*Monthly turbidity compliance is related to a specific treatment technique (TT). Our system filters the water so at least 95% of our samples each month must be below the turbidity limits specified in the regulations.					

*[For any violations, you must include the health effects statement for that contaminant, an explanation of the violation/exceedance, and actions taken to address the violation. Refer to the ‘Compliance with Drinking Water Regulations’ section of this template for violation examples and required health statements.]*

**[Use the following table to report the most recent contaminant detections (within the last 5 years) for all regulated compounds listed in the Guide - Att. C].**

*[The attachments of the guide contain information on appropriate units of measure, conversion factors, source information, health effects statements and a list of regulated and unregulated contaminants to be reported]*

- Be sure to convert to appropriate units of measure each contaminant result within your table.
- Report the results in the same units as the MCL/MRDL and MCLG/MRDLG.

- *Add/delete as many lines as needed and delete any remaining non-applicable contaminant tables.*
- *Where certain columns are non-applicable to a specific contaminant, place dashes --- or N/A within the column or delete the column. (If you use N/A make sure it is included in your definitions section).*
- *If the sample was taken prior to the last calendar year, you must include the collection date of the sample in the table(s).*
- *When reporting possible sources of contamination, you may choose to list one or all of the many contaminant sources available in table.*

**[When to use - 'Highest Result or Average Detected' 'Range Detected' columns.]**

- *One sample site and*
  - *One sample date: report the highest result detected used to determine compliance.*
  - *Multiple sampling dates (averaging compliance): report the highest running annual average and the range of detects of the samples taken when an average or confirmation sample is used to determine MCL/MRDL compliance.*
- *Multiple sampling sites and*
  - *One sample date: report the highest result detected and the range of detects.*
- *Multiple sampling sites and multiple sampling dates (when a running annual average is used to determine MCL/MRDL compliance):*
  - *Source Specific Samples-report the highest running annual average, calculated by individual source, during the last calendar year used to determine MCL/MRDL compliance and the range detected of all sources.*
  - *Distribution Samples-report the highest running annual average, calculated by combined sites, during the last calendar year used to determine MCL/MRDL compliance and the range of all sample sites. (This includes TTHMs and HAAs).*

*{Refer to the Guide - Att. E – How to Report Monitoring Data for examples on reporting monitoring results. Delete all contaminants from the table for which detections are not being reported.}*

Regulated Contaminant	Date(s) Collected	Highest Result or Highest Running Average Detected	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation (Y/N)	Possible Source(s) of Contamination
<b>Inorganic Contaminants</b>							
Antimony (ppb)				6	6		Discharge from fire retardants; ceramics; electronics; solder
Arsenic (ppb)				10	----		Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Asbestos (MFL)				7	7		Decay of asbestos cement water mains; erosion of natural deposits
Barium (ppm)				2	2		Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Beryllium (ppb)				4	4		Discharge from electrical, aerospace, and defense industries; erosion of natural deposits
Cadmium (ppb)				5	5		Corrosion of galvanized pipes; erosion of natural deposits; discharge from metal refineries; runoff from waste batteries and paints
Chromium (ppb)				100	100		Discharge from pulp mills; erosion of natural deposits

Regulated Contaminant	Date(s) Collected	Highest Result or Highest Running Average Detected	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation (Y/N)	Possible Source(s) of Contamination
Cyanide (ppb)				200	200		Discharge from metal factories; discharge from plastic and fertilizer factories
Fluoride (ppm) ■				4	4		Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Mercury (ppb)				2	2		Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
Nitrate (ppm)				10	10		Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits
Nitrite (ppm)				1	1		Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits
Perchlorate				2	N/A		Rocket propellants, fireworks, munitions, flares, blasting agents
Selenium (ppb)				50	50		Discharge from metal refineries; erosion of natural deposits; discharge from mines
Thallium (ppb)				2	0.5		Leaching from ore-processing sites; discharge from electronics, glass, and drug factories
<b>Volatile Organic Contaminants</b>							
Benzene (ppb)				5	0		Discharge from factories; leaching from gas storage tanks and landfills
Carbon tetrachloride (ppb)				5	0		Discharge from chemical plants and other industrial activities
Chlorobenzene (ppb)				100	100		Discharge from and agricultural chemical factories
o-Dichlorobenzene (ppb)				600	600		Discharge from industrial chemical factories
p-Dichlorobenzene (ppb)				5	5		Discharge from industrial chemical factories
1,2-Dichloroethane (ppb)				5	0		Discharge from industrial chemical factories
1,1-Dichloroethylene (ppb)				7	7		Discharge from industrial chemical factories
cis-1,2-Dichloroethylene (ppb)				70	70		Breakdown product of trichloroethylene and tetrachloroethylene
trans-1,2-Dichloroethylene (ppb)				100	100		Discharge from industrial chemical factories
Dichloromethane (ppb)				5	0		Discharge from pharmaceutical and chemical factories
1,2-Dichloropropane (ppb)				5	0		Discharge from industrial chemical factories

Regulated Contaminant	Date(s) Collected	Highest Result or Highest Running Average Detected	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation (Y/N)	Possible Source(s) of Contamination
Ethylbenzene (ppb)				700	700		Leaks and spills from gasoline and petroleum storage tanks
MTBE - Methyl Tertiary Butyl Ether (ppb)				ORS GL 70	-		Fuel additive; leaks and spills from gasoline storage tanks
Styrene (ppb)				100	100		Discharge from rubber and plastic factories; leaching from landfills
Tetrachloroethylene (PCE) (ppb)				5	0		Discharge from factories and dry cleaners; residual of vinyl-lined water mains
1,2,4-Trichlorobenzene (ppb)				70	70		Discharge from textile-finishing factories
1,1,1-Trichloroethane (ppb)				200	200		Discharge from use in septic system cleaners
1,1,2-Trichloroethane (ppb)				5	3		Discharge from industrial chemical factories
Trichloroethylene (TCE) (ppb)				5	0		Discharge from metal degreasing sites and other factories
Toluene (ppm)				1	1		Leaks and spills from gasoline and petroleum storage tanks; discharge from petroleum factories
Vinyl Chloride (ppb)				2	0		Leaching from PVC piping; discharge from plastics factories
Xylenes (ppm)				10	10		Leaks and spills from gasoline and petroleum storage tanks; discharge from petroleum factories; discharge from chemical factories
<b>Radioactive Contaminants</b>							
Gross Alpha (pCi/l) (minus uranium)				15	0		Erosion of natural deposits
GrossBeta/photon emmitters (pCi/L) ▲				50	0		Decay of natural and man-made deposits
Radium 226 & 228 (pCi/L) (combined values)				5	0		Erosion of natural deposits
Uranium (ppb)				30	0		Erosion of natural deposits
<b>Synthetic Organic Contaminants</b>							
2,4-D (ppb)				70	70		Runoff from herbicide used on row crops
2,4,5-TP (Silvex) (ppb)				50	50		Residue of banned herbicide
Acrylamide				TT=5 %	0		Added to water during sewage/wastewater treatment
Alachlor (ppb)				2	0		Runoff from herbicide used on row crops
Atrazine (ppb)				3	3		Runoff from herbicide used on row crops

Regulated Contaminant	Date(s) Collected	Highest Result or Highest Running Average Detected	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation (Y/N)	Possible Source(s) of Contamination
Benzo(a)pyrene (ppt)				200	0		Leaching from linings of water storage tanks and distribution lines
Carbofuran (ppb)				40	40		Leaching of soil fumigant used on rice and alfalfa
Chlordane (ppb)				2	0		Residue of banned termiticide
Dalapon (ppb)				200	200		Runoff from herbicide used on rights of way
Di (2-ethylhexyl) adipate (ppb)				400	400		Discharge from chemical factories
Di (2-ethylhexyl) phthalate (ppb)				6	0		Discharge from rubber and chemical factories
Dibromochloropropane (DBCP) (ppt)				200	0		Runoff/leaching from soil fumigant used on soybeans, cotton, and orchards
Dinoseb (ppb)				7	7		Runoff from herbicide used on soybeans and vegetables
Endrin (ppb)				2	2		Residue of banned insecticide
Epichlorohydrin				TT=1 %	0		Discharge from industrial chemical factories; an impurity of some water treatment chemicals
Ethylene dibromide (EDB) (ppt)				20	0		Residue of leaded gasoline or runoff from soil fumigant used on tobacco or strawberries
Heptachlor (ppt)				400	0		Residue of banned pesticide
Heptachlor epoxide (ppt)				200	0		Breakdown of heptachlor
Hexachlorobenzene (ppb)				1	0		Discharge from metal refineries and agricultural chemical factories
Hexachlorocyclopentadiene (ppb)				50	50		Discharge from chemical factories
Lindane (ppt)				200	200		Runoff/leaching from insecticide used on cattle, lumber, gardens
Methoxychlor (ppb)				40	40		Runoff/leaching from insecticide used on fruits, vegetables, alfalfa, livestock
Oxamyl (Vydate) (ppb)				200	200		Runoff/leaching from insecticide used on apples, potatoes and tomatoes
Polychlorinated biphenyls (PCBs) (ppt)				500	0		Runoff from landfills; discharge of waste chemicals; residue of banned use in electrical transformers
Pentachlorophenol (ppb)				1	0		Discharge from wood preserving factories
Picloram (ppb)				500	500		Herbicide runoff
Simazine (ppb)				4	4		Herbicide runoff
Toxaphene (ppb)				3	0		Runoff/leaching from insecticide used on cotton and cattle

Regulated Contaminant	Date(s) Collected	Highest Result or Highest Running Average Detected	Range Detected	MCL or MRDL	MCLG or MRDLG	Violation (Y/N)	Possible Source(s) of Contamination
<b>Disinfectants and Disinfection By-Products</b>							
Total Trihalomethanes (TTHMs) (ppb)	<i>Quarterly in (year)</i>	<i>Highest quarterly running annual average</i>	<i>Range</i>	80	----		Byproduct of drinking water chlorination
Haloacetic Acids (HAA5) (ppb)	<i>Quarterly in (year)</i>	<i>Highest quarterly running annual average</i>	<i>Range</i>	60	----		Byproduct of drinking water disinfection
Chlorine (ppm) (free, total or combined)	<i>Monthly in (year)</i>	<i>Highest quarterly running annual average</i>	<i>Range</i>	4	4		Water additive used to control microbes
Bromate (ppb)	<i>Monthly in (year)</i>	<i>Highest quarterly running annual average</i>	<i>Range</i>	10	0		Byproduct of drinking water chlorination
Chlorite (ppm)	<i>Monthly in (year)</i>	<i>Highest Monthly 3-Sample Set Average</i>	<i>Range</i>	1	0.8		Byproduct of drinking water chlorination
Chlorine dioxide (ppb)	<i>Monthly in (year)</i>	<i>Highest individual sample result</i>	<i>Range</i>	800	800		Water additive used to control microbes

■ Fluoride also has a secondary contaminant level (SMCL) of 2 ppm.

▲ The MCL for beta particles is 4 mrem/year. EPA considers 50 pCi/L to be the level of concern for beta particles.

*[If your system experienced a chlorine dioxide violation, you must include the following statement :]*

Compliance with the MRDL for chlorine dioxide is based on consecutive daily samples. Our system had [number of violations] MRDL violations in [year].

**[Use the table below to report the most recent contaminant detections (within the last 5 years) for unregulated compounds listed in the Guide - Att. D].**

*[Refer to the Guide - Att. D for additional listings of unregulated and secondary contaminants that are required to be reported if detected in the finished water. Some common contaminants are listed in the chart below. Note in addition to reporting finished water detections, if cryptosporidium is detected in the raw water it is required to be reported.]*

*[OPTIONAL-Secondary contaminants are not required to be reported, unless they are specifically scheduled for testing, as listed on your MassDEP water quality sampling schedule (example: special iron and manganese testing.) If you choose to include secondary contaminants within your report, you must use a separate table, such as below.]*

- *SMCL or ORSG information is not required to be reported in the table, however if you choose to include this information please refer to the Guide-Att. D or the ORS Standards and Guidelines for Contaminants in Massachusetts Drinking Waters at <http://www.mass.gov/dep/water/drinking/standards/dwstand.htm>.*

- *Health effects statements are not required to be reported for unregulated contaminants, however if your system reports detections that are near or above a standard, it is recommended to include some health effect information in the 'Education Information' section of the template. Suggested health effect and source information for unregulated contaminants can be found in the Guide- Att. D.*
- *Include a brief explanation for the reason for monitoring of these contaminants, such as below.*

Unregulated contaminants are those for which there are no established drinking water standards. The purpose of unregulated contaminant monitoring is to assist regulatory agencies in determining their occurrence in drinking water and whether future regulation is warranted.

Unregulated and Secondary Contaminants	Date(s) Collected	Result or Range Detected	Average Detected	SMCL	ORSG	Possible Source
<b>Inorganic Contaminants</b>						
Sodium (ppm)				----	20	Natural sources; runoff from use as salt on roadways; by-product of treatment process
Nickel (ppm)				----	0.1	Discharge from industrial processes
Sulfate (ppm)				250	----	Natural sources
<b>Radiological Contaminants</b>						
Radon (pCi/L)				----	10,000	Natural sources
<b>Organic Contaminants</b>						
MTBE - Methyl Tertiary Butyl Ether (ppb)				20-40	70	Fuel additive; leaks and spills from gasoline storage tanks
<b>Other Organic Contaminants - When detected at treatment plant as VOC residuals, not TTHM compliance</b>						
Bromodichloromethane (ppb)				---	---	By-product of drinking water chlorination
Bromoform (ppb)				---	---	By-product of drinking water chlorination
Chloroform (ppb)				---	---	By-product of drinking water chlorination
Dibromodichloromethane (ppb)				---	---	By-product of drinking water chlorination
<b>Bacteriological Contaminants</b>						
Cryptosporidium				----	----	Discharged especially where water is contaminated with sewage or animal wastes
<b>Secondary Contaminants</b>						
Iron (ppb)				300	---	Naturally occurring, corrosion of cast iron pipes
Manganese (ppb)				50*	---	Erosion of natural deposits
Aluminum (ppb)				200	---	Byproduct of treatment process
Chloride (ppm)				250	---	Runoff from road de-icing, use of inorganic fertilizers, landfill leachates, septic tank effluents, animal feeds, industrial effluents, irrigation drainage, and seawater intrusion in coastal areas
Color (C.U.)				15	---	Naturally occurring organic material
Copper (ppm)				1	---	Naturally occurring organic material
Corrosivity				Non-corrosive	---	----
Odor (T.O.N.)				3 TON	---	Erosion of natural deposits; Leaching

Unregulated and Secondary Contaminants	Date(s) Collected	Result or Range Detected	Average Detected	SMCL	ORSG	Possible Source
						from wood preservatives0
PH				6.5-8.5	---	-----
Silver (ppb)				100	---	Erosion of natural deposits
Total Dissolved Solids (TDS) (ppm)				500	---	Erosion of natural deposits.
Zinc (ppm)				5	---	Erosion of natural deposits, leaching from plumbing materials
Foaming Agents (ppb)				500	---	-----

\* The EPA has established a lifetime health advisory (HA) value of 300 ppb for manganese to protect against concerns of potential neurological effects, and a one-day and 10-day HA of 1000 ppb for acute exposure.

**REMEMBER TO DELETE ALL TABLES AND LINES FROM THE WATER QUALITY CHARTS THAT DO NOT APPLY TO YOUR SYSTEM!!**

## 6. COMPLIANCE WITH DRINKING WATER REGS

### Does My Drinking Water Meet Current Health Standards?

*[For any contaminant violations of an MCL, MRDL, treatment technique or exceeding an action level, you must include:]*

- *The health effects statement for that contaminant*
- *An explanation of the violation/exceedance*
- *The length of the violation*
- *Actions taken to address the violation.*

*[Example]*

We are committed to providing you with the best water quality available. However some contaminants that were tested last year did not meet all applicable health standards regulated by the state and federal government. Due to contaminant violations of *[insert name of contaminant(s)]* during the period(s) of *[date range]* our system took the following corrective actions.

*[Examples:]*

- *We collected additional samples.*
- *We announced public notification by newspaper, posting notices etc.*
- *We disinfected and flushed the distribution system to eliminate coliform bacteria.*

Our water system and MassDEP monitor and record the effectiveness of actions taken in response to contaminant violations. The health effect statement for this contaminant is listed below.

*[OPTIONAL-If **NO** contaminant violations are reported, insert a statement such as the following].*

We are committed to providing you with the best water quality available. We are proud to report that last year your drinking water met all applicable health standards regulated by the state and federal government.

### Health Effects Statements

*[Some common health statements are listed below. Refer to the Guide- Att. C & D for complete listings of health statements for regulated and unregulated contaminants. Delete all statements that do not apply to your system.]*

*[Health Effects Statement to be included for lead violations:]*

Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

***[Health Effects Statement to be included for copper violations:]***

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.

***[Health Effects Statement to be included if reporting total coliform violations:]***

Total Coliform: Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other potentially harmful bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

***[Health Effects Statement to be included if reporting fecal coliform or E.coli violations:]***

Fecal coliforms and E.coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, and people with severely-compromised immune systems.

***[Health Effects Statement to be included if reporting turbidity violations:]***

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

***[Health Effects Statement to be included if arsenic is detected above the 10 ppb MCL:]***

Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.

**Drinking Water Violations**

***[If your system has violated or continues to violate any of the national drinking water regulatory requirements during the reporting period, your CCR must include a clear and readily understandable explanation of any violation during the reporting period, as well as any potential adverse health effects and the steps taken to correct the violation(s). Delete this section if you do not have any violations to report.]***

***[These violations may include:]***

- *Monitoring and reporting compliance data*

We failed to complete required sampling in a timely manner, which is a monitoring and reporting violation. Because we did not take the required number of samples, we did not know whether the contaminants were present in your drinking water, and we are unable to tell you whether your health was at risk during that time. The contaminants for which monitoring was not done are listed in the table below, with the period during which samples should have been taken, the number of samples each contaminant required, the number taken, and when the required sampling was conducted. In addition to sampling for these contaminants, our system announced public notification upon awareness of the violation.

Contaminant	Monitoring Period	Number of Samples Required	Number of Samples Taken	Date Sampling Conducted	Health Effects
Volatile Organic Contaminants	1/2008-12/2010	1	0	2/2011	Unknown
Total Coliform Bacteria	10/1/2008-10/31/2008	100	93	11/2008	Unknown

***[Regardless of whether the violation information is presented in tabular or paragraph form or a combination thereof, an explanation of the potential health effects and steps to correct the violation must also be included. If a system failed to take the sample on time, the report should say “health effects unknown.” If the system took the samples accurately and on time, but mailed the results late, the system does not need to discuss health effect.]***

- *Filtration and disinfection processes; if the violation was due to a failure to install adequate filtration or disinfection equipment or processes; or there was a failure of that equipment or process, the following statement must be included in the CCR:*

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.

- *Lead and copper requirements; if the violation was a failure to meet corrosion control treatment, or lead service requirements, you must include the appropriate health effects statement(s)*
- *Treatment techniques for acrylamide and epichlorohydrin; if either treatment technique is violated, the appropriate health effects statement(s) must be included.*
- *Record keeping requirements*
- *Violation of the terms of a variance, an exemption, or an administrative or judicial order*
- *When an event occurs during the reporting year which causes a PWS to violate the Surface Water Treatment Rule or any other drinking water standard*
- *If your system was operating under a MassDEP consent order last year to install corrosion control treatment for either lead or copper, you must include the appropriate health effects statement(s), the reason for the order and the actions being taken to comply with the order.*
- *If your system was operating under a MassDEP order (ACO or UAO) last year relating to water quality or water quantity issues such as; Do not drink orders; Boil Orders; Declarations of Water Emergency; SWTR Orders; include the reason for the order and actions being taken to comply with the order.*

### **Is My System Exempt from Meeting Certain Requirements?**

*[If your system operated under a variance or exemption at any time during the reporting year you must include the following information in your CCR. Refer to Drinking Water Regulations 310 CMR 22.13 or 22.14 for applicability. Delete this section if it does not apply to your system.]*

- *Include an explanation of the variance or exemption*
- *The date it was issued and reason why it was granted*
- *A status report on what the system is doing to remedy the problem*
- *A notice to the public for input on the review or renewal of variance or exemption*

## **7. EDUCATIONAL INFORMATION**

*[Special educational statements are required to be included in your report for certain contaminant detections. Insert the following statements as applicable. Delete any statements that do not apply to your system.]*

### **Do I Need To Be Concerned About Certain Contaminants Detected In My Water?**

*[All community CCRs must include this lead educational statement.]*

*If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children.*

*Lead in drinking water is primarily from materials and components associated with service lines and home plumbing.*

*[INSERT THE NAME OF YOUR UTILITY] is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.*

*[Insert following statement if arsenic is detected above 5 ppb, but below the 10 ppb MCL.]*

**Arsenic:** While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the cost 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.

*[Insert the following statement if nitrate is detected above 5 ppm (50% of the MCL), but below the MCL]*

**Nitrate:** Nitrate in drinking water at levels above 10 ppm is a health risk for infants less than six months old. 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 are caring for an infant, you should ask for advice from your health care provider.

*[Insert the following statement if total trihalomethanes is detected above 80 as an annual average (monitored and calculated under the provisions of 310 CMR 22.07).]*

**Total Trihalomethanes:** Some people who drink water containing trihalomethanes in excess of the MCL over many years experience problems with their liver, kidneys, or central nervous systems, and may have increased risk of getting cancer.

*[Include the following educational statement if your water system detected fluoride in the finished water above 2.0 ppm (2 mg/l), but below the MCL of 4.0 ppm. This statement complies with the public notification requirements of 310 CMR 22.06C and 310 CMR 22.16]*

**Fluoride:** This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 ppm of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The drinking water provided by your community water system *[name]* has a fluoride concentration of *[insert value]* mg/l. Dental fluorosis, in its moderate or severe forms, may result in a brown staining and/or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride containing products. Older children and adults may safely drink the water. Drinking water containing more than 4 ppm of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water does not contain more than 4 ppm of fluoride, but we're required to notify you when we discover the fluoride levels in your drinking water to exceed 2 ppm because of the cosmetic dental problem. Some home water treatment units are available to remove fluoride from drinking water. To learn more about available home water treatment units, you may call the NSF International at 1-877-8-NSF-HELP. For more information, please call *[name of water system contact]* at *[phone number]* or for additional information on fluoride in drinking water, contact the Massachusetts Department of Public Health, Office of Oral Health, 617-624-5943.

*[If radon is detected in finished water, you must include monitoring results; an explanation of the significance of the results; and the following health statement:]*

**Radon** is a radioactive gas that you cannot see, taste, or smell. It is found throughout the U.S. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when 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 in most cases be a small source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon can lead to lung cancer. Drinking water containing radon may also cause increase 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 4 picocuries per liter of air (pCi/l) or higher. There are simple ways to fix a radon problem that aren't too costly. For additional information, call the Massachusetts Department of Public Health, Radon Program at 413-586-7525 or call EPA's Radon Hotline (800-SOS-RADON).

*[If cryptosporidium is detected in raw or finished water, you must include: summary of results of monitoring; an explanation of the significance of the results; and the following health statement:]*

**Cryptosporidium** is a microbial parasite found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly used filtration methods cannot guarantee 100% removal. Our monitoring indicates the presence of these organisms in our source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals are able to overcome the disease within a few weeks. However, immuno-compromised people have more difficulty and are at a greater risk of developing severe, life-threatening illness. Immuno-compromised individuals are encouraged to consult their doctor regarding appropriate precautions to take to prevent infection. Cryptosporidium must be ingested for it to cause disease, and may be passed through other means than drinking water.

*{OPTIONAL-Insert a statement on sodium if it is detected above the guideline of 20 ppm.}*

**Sodium** sensitive individuals, such as those experiencing hypertension, kidney failure, or congestive heart failure, should be aware of the sodium levels where exposures are being carefully controlled.

*{OPTIONAL-Insert a statement on manganese if it is detected above 0.3 ppm.}*

**Manganese** - EPA has established a lifetime health advisory (HA) value of 0.3 ppm for manganese to protect against concerns of potential neurological effects, and a One-day and 10-day HA of 1 ppm for acute exposure. However, it is advised that for infants younger than 6 months, the lifetime HA of 0.3 ppm be used even for an acute exposure of 10 days.

*{OPTIONAL-Insert health statements on unregulated contaminants reported in your table if your results are near or above an established guideline, health advisory or SMCL. Refer to the Guide - Att. D for health statements.}*

## 8. ADDITIONAL INFORMATION

*{OPTIONAL - Add any additional information that you feel would benefit your consumers. Take this opportunity to inform your consumers of work your system is doing to ensure safe drinking water. Examples noted below.}*

- *Additional information on water treatment if your system provides treatment or adds chemicals to the water (such as fluoride) for reasons other than compliance purposes*
- *An additional statement on lead for those systems in compliance*
- *A simple map of your system and its sources to present a clear picture of system operation*
- *For those systems exceeding lead, insert additional lead public education materials to meet annual distribution requirements.*
- *Insert cross connection control educational language or materials to meet annual cross connection educational program requirements for residents, local officials and owners of cross connection devices. See the Guide – Att .H for a sample.*
- *Information on voluntary or mandatory water use restrictions implemented last year or currently in effect.*