

# Consumer Confidence Report

## Engineering & Operations Committee

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# CONSUMER CONFIDENCE REPORT (CCR)

- Annual water quality report
  - *Required by the U.S. Environmental Protection Agency (EPA)*
  - *Purpose of providing customers with annual report of water quality*
  - *Summary of water samples collected in the previous year*
- Referred to as “The Water Quality Report”
- Initially published the Rule February 1998 in response to Amendments to the 1996 Safe Drinking Water Act



# WHAT'S INCLUDED

## Your CCR Provides Need-To-Know Information



Where your **water comes from**- such as an aquifer, lake, river, or other source.



A list of **regulated contaminants** that the CWS detected and the level.



Potential **health effects** from consuming contaminated water and additional safeguards against water-related illnesses.



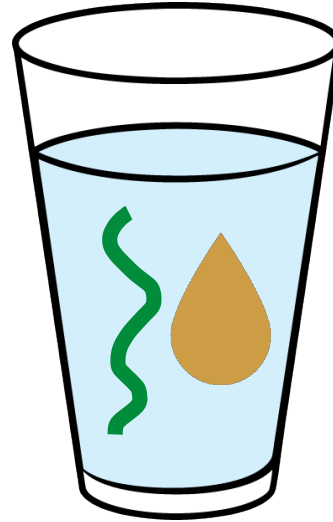
**Contaminant levels** in your CCR compared to national standards and any violations of health-based standards.

# DRINKING WATER CONTAMINANTS



## Primary MCLs

Legally  
enforceable



## Secondary MCLs

Aesthetic  
effects



## Public Health Goals

Health-based  
target

# BEYOND A WATER QUALITY REPORT





# COMMUNITY ENGAGEMENT

- Information provided in a reader-friendly format
- Opportunity to engage with all residents
  - *Water system education*
  - *District projects*
  - *Conservation information such as rebate program, workshop events, and State water use guidelines*
  - *District services*
  - *Educational messaging related to what not to flush, fats, oils, and grease, etc.*



*Oakridge Water Main Replacement Project*

# REPORT DISTRIBUTION

- Over 35,000 reports mailed
  - *Distributed to every business, household, and residential unit in the service area*
- *Available online and at District offices year-round*
- *Additional distribution*
  - *District events*
  - *Community pop-up booths*
  - *Local YMCA, library, Highland Chamber, and City offices*
- 2024 Report Mailed to all residents by June 30, 2025



*Citrus Harvest Festival*



# Questions?