



MICHELLE LUJAN GRISHAM  
Governor

HOWIE MORALES  
Lt. Governor

**NEW MEXICO**  
**ENVIRONMENT DEPARTMENT**  
***Drinking Water Bureau***

PO Box 5469

Santa Fe, NM 87502

Tel. (505) 476-8620 • Fax 505-476-8656

[www.env.nm.gov/drinking\\_water/](http://www.env.nm.gov/drinking_water/)



JAMES KENNEY  
Cabinet Secretary

JENNIFER J. PRUETT  
Deputy Secretary

## **Consumer Confidence Reports**

The Consumer Confidence Report (CCR) Rule requires all community water systems to prepare and distribute a brief annual water quality report summarizing information regarding source water, detected contaminants, compliance, and educational information.

This annual water quality report includes a variety of important information about a Community Water System (CWS), including the drinking water source, any monitored contaminants found in drinking water, and whether a CWS meets state and federal drinking water standards. The CCR is an opportunity for CWSs to communicate with their customers and raise awareness about the source of their drinking water. CCRs also give information that allows customers to make better decisions about their health.

A CWS must deliver its CCR to customers by July 1st of each year. It must also make a good faith effort to deliver the CCR to consumers who do not directly pay water bills. A well- designed CCR can help a CWS educate its customers about this essential service and promote involvement in protecting their drinking water.

The New Mexico Environment Department's Drinking Water Bureau has developed the attached checklist to help community water systems to remember important information and deadlines with regard to CCR compliance.

If you have questions regarding the CCR please contact the NMED DWB Consumer Confidence Report Rule Manager by email at [NMENV.CCR@state.nm.us](mailto:NMENV.CCR@state.nm.us)



## Consumer Confidence Reports:

Please ensure that your CCR includes the following information prior to submittal

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- “Consumer Confidence Report” or “Annual Quality Report” in the title of the report**
  - Water System Name and Report Year (2019) in the title of the report
  
- Water System Information**
  - Water system Name
  - Name & Phone Number of Water System Administrative Contact
  - Information about public participation opportunities with the water system
  
- Information about the sources of your water**
  
- Definitions Section**
  - Maximum Contaminant Level (MCL)
  - MCL Goal (MCLG)
  - Treatment Technique (TT)
  - Action Level (AL)
  - Maximum Residual Disinfectant Level (MRDL)
  - MRDL Goal (MRDLG)
  
- Detected Chemical Results data table**
  - A table summarizing reported concentrations and relevant MCLs and MCLGs or MRDLs and MRDLGs
  - Source of detected contaminants
  - Health effects language
  
- Compliance with Drinking Water Regulations**
  - Information about any Notice of Violations received during the 2019 Calendar Year
  - Public Notice information for any Notice of Violations received during the 2019 Calendar Year
  - Public Notices during other years that have not previously been sent out to your consumers
  
- Required Educational Information**
  - Explanation of contaminants in drinking water and bottled water
  - Statements on nitrate, arsenic, and lead



# NMED DWB Consumer Confidence Report Review Guidelines

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- DWB will provide a maximum of 3 courtesy reviews of the CCR for each Public Water System**
    - Feedback will be provided to the water system regarding any inaccuracies or errors in the first two versions of the submitted CCR
    - If a 3<sup>rd</sup> submission is required, that submittal will be considered final and compliance will be based on that submittal
    - It is the responsibility of the water system to ensure that an accurate CCR is delivered to their customers no later than July 1, 2020, even if all three NMED DWB courtesy reviews have been exhausted.
  
  - If the CCR does not meet regulatory requirements after the 3<sup>rd</sup> DWB review, a Notice of Violation will be issued to the water system**
  
  - Public Water Systems may use the checklist provided by NMED DWB as well as the EPA CCR iWriter website to assist them with the development of the CCR.**  
[https://ofmpub.epa.gov/apex/safewater/f?p=ccr\\_iwriter](https://ofmpub.epa.gov/apex/safewater/f?p=ccr_iwriter)
  
  - You may obtain a copy of your system's chemical data, which is needed to complete your CCR at the following website: <https://dww.water.net.env.nm.gov/NMDWW/> (Click on the Review Consumer Confidence Data button) (2019 data will be available April 2020).**
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## Consumer Confidence Report Dates to Remember

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- No Later than April 1, 2020**
  - Public Water Systems that provide water to other public water systems (i.e. wholesalers to consecutive systems) must deliver necessary CCR information to their consecutive public water systems
  - Proof or Certification of this data transfer must be provided to NMED DWB
  - Submittal via email is preferable ([nmenv.ccr@state.nm.us](mailto:nmenv.ccr@state.nm.us))
  
- No Later Than June 21, 2020**
  - Last day to submit Consumer Confidence Report (CCR) to Drinking Water Bureau CCR Rule administrator for courtesy review.
  - CCRs received by NMED DWB after June 21, 2020 will be considered final and no courtesy review will be provided for those CCRs
  - Submittal via email is preferable ([nmenv.ccr@state.nm.us](mailto:nmenv.ccr@state.nm.us))
  
- No Later Than July 1, 2020**
  - Deliver CCR to consumers and send a copy to the Drinking Water Bureau (DWB).
  - CCR certification may be submitted to DWB at this time (recommended).
  
- No Later Than October 1, 2020**
  - Submit CCR certification to DWB.
  - Submittal via email is preferable ([nmenv.ccr@state.nm.us](mailto:nmenv.ccr@state.nm.us))