

Revised Consumer Confidence Report Rule

Bureau of Safe Drinking Water
May 7, 2026





Background

Consumer Confidence Report (CCR) Revisions

- CCR NPDWR* was published in 1998; Chapter 109 was revised in 2001 to include these provisions.
- CCR Revisions NPDWR* was published on May 24, 2024, and revises both content and delivery requirements.
- Information in the CCR includes: the water source(s), availability of source water assessments, contaminants in the treated water, likely sources of detected contaminants when violations occur, and additional educational information about drinking water.

Other Revisions

- The Lead and Copper Rule Revisions (LCRR) NPDWR* was published on January 15, 2021, and requires water systems to issue a Tier 1 public notice (PN) for lead exceedances.
- Additional minor revisions are to clarify and ensure monitoring requirements are consistent for bulk water haulers and for entry points that purchase water.

*NPDWR = National Primary Drinking Water Regulations @ 40 CFR Part 141



Purpose

- The information contained in the CCRs can raise consumers awareness of where their water comes from, help them understand the process by which safe water is delivered to their homes, and educate them about the importance of preventative measures that ensure a safe drinking water supply.
- The revisions will improve readability and clarity of information in the CCRs so that consumers can make more informed decisions about their drinking water.
- Provide timely information about lead in drinking water.
- DEP must adopt standards that are at least as stringent as NPDWR to maintain primacy.

Revised CCR Rule - Overview

Applicability

- All community water systems (CWSs)
- Compliance begins January 1, 2027 (*i.e.*, the report that contains 2026 data)

Content

- Additional details regarding lead and copper results & service line inventories (became effective 2025)
- Revised educational statement and updated health effects language for lead (became effective 2025)
- Information about corrosion control
- Summary paragraph with specific content

Delivery

- Mail or direct delivery to each consumer
- Posted on a publicly available website
- Bi-annual delivery (by July 1st and Dec 31st)



Revised CCR Rule - Content

- The CCR must contain a summary paragraph at the beginning of each report.
 - The CCR must inform customers that complete lead and copper data are available to review.
 - The CCR must include a statement regarding the corrosion control efforts that the system is taking.
- The summary paragraph must include:
- Contact information for the owner, operator, or other designee as a source of additional information about the report.
 - A summary of the violations and compliance information in the report.
 - Instructions for obtaining a paper copy of the report.
 - Information on obtaining a translated copy of the report for CWSs with a large portion of consumers with limited English proficiency.
 - A notice that PN is included and a brief statement about the nature of the notice, if PN is included in the report.



Revised CCR Rule - Delivery

Direct Delivery

- Mail or hand delivery
- Mailing a notification that the CCR is available on a website and prominently display the url or direct link
 - The CCR must be posted before the notice is issued
 - The reports must be available for 3 years
- Email a direct link or electronic version of the report. (CWS must also provide a paper copy upon request)
- Other options approved by the state

Other delivery requirements:

- CWSs serving 100,000 or more persons must develop & maintain a plan for providing assistance to consumers with limited English proficiency.
- CWSs serving 50,000 or more persons must post the CCR on a publicly-accessible website.
- CWSs serving 10,000 or more persons must issue CCR twice/year (by July 1st and Dec 31st)
- Submit CCR and certification of delivery form within 10 days of CCR delivery date



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Public Notification Revisions

- Tier 1 PN must be issued to all consumers within 24 hours of determining that the 90th percentile compliance value for lead exceeds the action level.
 - A copy of the PN must also be submitted to DEP and EPA.
 - PN certification (with a copy of the notice) must be submitted to DEP within 10 days. -- *this is not new*
- Failure to report results of total coliform and *E. coli* monitoring and lead and copper reporting violations were added to the list of situations requiring Tier 3 Public Notice.



Other Revisions

- Clarifying the monitoring requirements for BVRBs using water purchased from a permitted PWS.
- Modifying the definition of entry point for a bulk water hauler.
- Updating the disinfection language for a bulk hauler to retain the requirement to maintain a residual in each truck.
- The monitoring requirements for chlorine dioxide and chlorite were revised from proposed to final to be consistent with the federal Stage 2 DBPR provisions for bulk water haulers using chlorine dioxide.



CCR Revisions: Costs vs. Benefits

CCR Revisions Costs	
Total annual costs to PA water systems	\$593,869
Annual costs per system	\$318
DEP costs	\$67,768

Nonquantifiable benefits include:

- Ensuring consumers in all communities have accurate, timely, and accessible drinking water data.
- Enabling consumers to make educated decisions regarding any potential health risks pertaining to the quality, treatment, and management of their drinking water supply.
- Improved public health protection.



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Costs vs. Benefits

- The Department does not expect notable compliance costs associated with the amendments to incorporate the other provisions for PN and BVRB systems.
- The Department expects benefits similar to those for the CCR amendments for the PN because a more informed public is better equipped to make decisions about their water consumption.



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Rulemaking History

- Presented to TAC in February 2025.
- Presented to EQB in September 2025.
- Published in *Pennsylvania Bulletin* on December 13, 2025, with a 30-day comment period.
 - Comments received from five commentators.
 - Many centered around the same topics.



Public Comments

- Commentators were concerned about customers without reliable internet access being able to access the CCR.
- Commentators proposed that the 2nd report, required for systems serving greater than 10,000 persons, be met through a supplemental or abbreviated report.
- Commentators questioned the reporting of UCMR data in the CCR.
- Commentators questioned the requirement regarding a Tier 1 PN for a lead action level exceedance.
- Commentators suggested that the monitoring requirements for chlorine dioxide and chlorite should be revised to be consistent with the federal Stage 2 DBPR provisions.



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Get In Touch

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