

H₂O ops

P2-3 The CCC-cret of My Success

Four people doing great work in cross-connection control

P5 Do the Right Thing

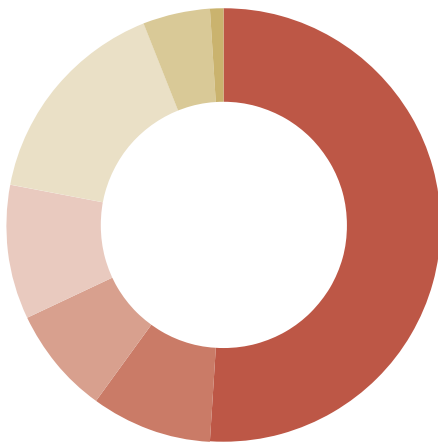
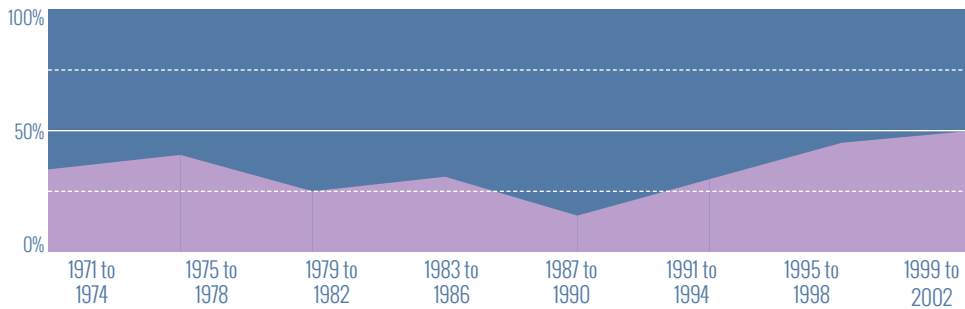
Common errors in backflow prevention assemblies

P6 Backflow to the Future

What's down the road for Washington's CCC Program

BACK & FORTH: THE CROSS-CONNECTION ISSUE

MAY 2017



Above

Proportion of waterborne disease outbreaks (WBDOs) caused by distribution deficiencies

■ All Outbreaks in Community Water Systems

▲ % Due to Distribution System Deficiencies

Left

WBDOs caused by distribution deficiencies, 1971-2000

- 51% Cross-connection of back-siphonage
- 9% Broken or leaking water mains
- 8% Contamination of service lines or household plumbing
- 10% Corrosion
- 16% Contamination during storage
- 5% Contamination of mains during construction
- 1% Water mains and sewer in same trench or inadequately separated

Graphs adapted from "Vulnerabilities of the Drinking Water Distribution System" by Kelly A. Reynolds, *Water Conditioning & Purification*, May 2007

CROSS-CONNECTION CONTROL THROUGH THE YEARS

Waterborne disease outbreak statistics from the U.S. Environmental Protection Agency show that cross connections caused more than half of the disease outbreaks related to contaminated water in public water distribution systems. Cross-connection control (CCC) programs are a key part of the multiple barrier approach to providing safe drinking water.

Washington's comprehensive 1970 Cross Connection Rule laid the foundation for the CCC Program as we know it

today. The rule introduced the concept of severe and high-hazard premises, established a public health protection partnership between water systems and Authorities Having Jurisdiction for enforcing the plumbing code, required the use of USC¹-approved backflow prevention assemblies, and established an annual testing requirement for backflow prevention assemblies.

In the 1980s we added a requirement for water systems to develop CCC programs. In the 1990s a major rule

revision clarified jurisdictional responsibilities of public water systems and local building/plumbing officials (WAC 246-290-490). It also established the 10 minimum elements of an acceptable CCC program, added an Annual Summary Report (ASR) requirement, and added backflow incident reporting.

Another important achievement in the rule update clarified premises isolation requirements and the "Table 9" list of common connection types requiring premises isolation, including severe- and high-health hazard premises. Table 9 premises pose some of the greatest health risks to public water systems and their customers.

We have working relationships with the State Building Code Council and the Plumbing Code Technical Advisory Group to promote consistency with our state plumbing code and drinking water rules.

We developed and implemented ASR forms and the online ASR reporting system.

We worked on revisions to the Waterworks Operator Certification Rule for regulating cross-connection control specialists (CCSs) and backflow assembly testers (BATs). The revisions clarify the duties of both and specify how much detail the backflow prevention assembly field test reports must contain.

We've improved the BAT certification program Washington Certification Services (WCS) administers to enhance the hands-on practical exam process. We also developed online information for and about BATs. Water systems can verify the certification status of BATs on the WCS website and water system customers can use it to find the public BAT list. ♦

¹ Foundation for Cross-Connection Control and Hydraulic Research at the University of Southern California

ZORN BUILDS SUPPORT FOR CROSS-CONNECTION CONTROL

When Becky Zorn took over the Cross-Connection Control (CCC) Program for Skagit PUD, she faced no money and little support from upper management. It didn't take her long to realize that involving other Skagit PUD employees and departments was a better approach than keeping CCC on an island; but, when she asked for help, she often heard "I don't know" or "I don't have time."

Feeling like an army of one, Zorn began building support through a process she describes as "infiltrating all the other water departments." She started with her direct supervisor and then took a multimedia approach using emails, meetings, and conversations to educate other PUD staff on the importance of cross-connection control. She continues to work on an internal CCC committee to bring different departments together to discuss the value of CCC to the utility and their customers.

It took nine years, but she turned her "paper" CCC Program into a district-wide philosophy. Today, nearly a third of Skagit PUD employees have a cross-connection control specialist (CCS) certification. Zorn now has support from line crews who can inspect backflow assembly installations, management that understands CCC, and even customer service representatives able to explain to select customers that the PUD wants them to install cross-connection control, and why it's important to them.

"Most customers never heard of CCC and don't understand why they may need to spend money on it," says Zorn. "Whether a five-minute phone call, a two-hour talk about public health benefits to the community, or a discussion about the potential legal liability in backflow incidents, you should know who

you're talking to so you can make CCC make sense to them."

A cross-connection control specialist must stay vigilant and involved with their communities and water departments," added Zorn. "You can never be good enough when dealing with public health. That's why I'll never be 100 percent satisfied with my program."

Zorn's advice to a new CCSs just starting out? "Tap into the support and experience of your fellow CCSs, stay determined about protecting public health, and practice open communication and transparency in your program," she says. "You will get frustrated, but you just can't give up." ♦



BRIDGES BUILT SEQUIM'S CCC PROGRAM ONE STEP AT A TIME

When Doug Bridges signed on as cross-connection control (CCC) specialist for the City of Sequim in 2013, he began the challenging task of updating the city's written CCC Program and putting it into action.

"You need to have patience," said Bridges when we asked him about his experience implementing Sequim's CCC Program. "This is not a program you can make happen all at once." He has worked in cross-connection control for 16 years.

Bridges started implementing Sequim's CCC Program by identifying city-owned high-health-hazard facilities and ensuring they were in compliance before contacting his other customers.

Next, he moved to other high-hazard facilities in his system, such as car washes, commercial dry cleaners, and dental offices. He required them to install premises isolation backflow protection.

When Bridges surveyed high-hazard facilities, he found that 80 percent did not have the proper backflow protection installed. He contacted those customers, explained the public health risk, and worked with them to ensure they installed adequate backflow protection. Today, all of these facilities comply, and Bridges tracks their annual assembly testing.

"Cross-connection control is a work in progress," says Bridges. "Start with step one, complete it, and then move on to the next step."

At present, his attention is on residential connections. The City of Sequim began requiring backflow protection at new residential connections in 2004; however, it didn't require anyone to inspect or test the backflow assemblies after installation.

Today, there are about 1,400 backflow assemblies throughout the city. As Bridges catalogs these assemblies, he is planning his next steps: A proposal to City Council this summer to begin sending letters and tracking the annual testing of residential backflow assemblies. ♦



CROSS CONNECTION RESOURCES FOR YOU

Throughout this issue we'll feature a number of useful resources for operators and cross-connection control specialists. These groups are committed to providing cross-connection control support, often at little or no cost to water system operators.



WASHINGTON ENVIRONMENTAL TRAINING CENTER (WETRC)



WETRC is a self-supported service of the Green River College.

Established through a federal grant in 1974, WETRC provides ongoing drinking water and wastewater training throughout Washington State. WETRC offers various cross-connection control classes, including Exam Review classes and Backflow Assembly Tester classes. You can find WETRC's schedule of drinking water and wastewater classes at wetric.org. You can also call 253-288-33699 or email wetric@greenriver.edu. ♦

WESTERN WASHINGTON CROSS-CONNECTION PREVENTION PROFESSIONALS GROUP



The Western Washington Cross-Connection Prevention Professionals Group, aka "The Group," provides education and training to promote uniformity in cross-connection control methods and to act as an information source for those managing cross-connection control programs. Meetings provide a forum of communication, collaboration, and coordination with officials from federal, state, and local agencies, and professionals in the field of cross-connection control. Meetings are 10 a.m. to noon on the third Wednesday of each month, at locations throughout western Washington. For information, visit backflowgroup.org. ♦

BRYAN ST. CLAIR'S SECRET FORMULA FOR SUCCESS



Bryan St. Clair of Modern Electric Water Co. has seen a thing or two in cross-connection control since he earned his certification in 1985. Since joining the Modern Electric staff in 2010, he has been working to improve the program originally launched by Denny Lopp, Spokane's "father of cross-connection control."

If St. Clair's career were a series of mottos, one would probably be, "Never assume you can't improve something." Whether it is an annual mailer to customers, a presentation to the board, or a new website, he is always on the lookout for ways to do it better next time.

Another motto might be, "Don't fear relationships; cultivate them." As St. Clair described his approach to all the different relationships involved in a cross-connection program—from the customer to the board—it was no surprise why Modern Electric has such a stellar culture of success.

Early and open communication means that his general manager and board have his back when it comes to conflicts. Frequent education means Modern Electric staff and city building inspectors care about cross-connection control and keep an eye out for potential problems during their daily activities.

Consistency means that everyone, from customers to backflow assembly testers, knows what's expected and they've adapted to it.

Communication, education, and consistency brought St. Clair through the bumpy early years before everyone finally bought in and the whole process started to hum.

Running a well-oiled machine doesn't mean there isn't a lot of hard work, especially if you're the one applying the oil, but it does mean that Modern Electric Water Co. is well-positioned to handle whatever the day throws their way.

What advice does St. Clair have for the new cross-connection control specialist coming in today? "Just hold your breath and jump in," he said. "Talk to the people who've been in the business and learn from their experience." ♦

HIGH 5 AWARD: TERRI NOTESTINE, CCC PROGRAM MANAGER

A heartfelt High 5 to Terri Notestine, Cross-Connection Control (CCC) Program manager, who recently retired from the Office of Drinking Water (ODW) after 33 years of dedicated service. Notestine, one of the first female engineers in the program, leaves a legacy of achievement.

Notestine developed our state's original Surface Water Treatment Rule language, guidance and implementation plan—participating in the launch of one of the most consequential rules in our program's history. She led our office to national recognition for the scope and depth of our Cross-Connection Control Rule.

She also developed and implemented a first-of-its-kind web-based application for purveyors, giving utility managers and ODW staff an efficient and effective

way to assess the status and adequacy of cross-connection control programs.

And, most recently, she spearheaded the effort to develop rule language for three new CCC sections added to the revised Waterworks Operator Certification Rule.

"These are but a few achievements of a career spent in service to a mission ardently embraced," said Scott Torpie, Engineering and Technical Services Section supervisor and acting deputy director of Central Services. "Terri's most valued legacy is the example she set for excellence and stick-with-it-ness. Time and time again, in the face of big challenges, she never backed down or lost sight of the objective."

Notestine established and expanded personal relationships with purveyors, State Building Code officials, and national

CCC organizations to support our program goals and promote the significant role CCC plays in delivering safe drinking water.

"Those of us who were lucky enough to witness her determined efforts know we have seen something special," added Torpie.

Terri's combination of technical competence, commitment to service, and the vision to see three moves ahead, touched the professional lives of drinking water professionals around the state on a meaningful and compassionate level. We offer her our best wishes for a fulfilling retirement. ♦





EVERGREEN RURAL WATER OF WASHINGTON

Mission Statement: "To provide and promote the highest level of service, technical assistance, training and advocacy for Washington State utilities."

Evergreen Rural

Water of Washington provides cross-connection control and backflow assembly tester training classes throughout the year all across Washington State. Formed in 1994, this nonprofit organization works directly with systems to solve operational, regulatory, administrative and financial challenges water systems face. For more information on training dates, visit erwow.org or call 360-462-9287. ♦

COMMON BACKFLOW PREVENTION ASSEMBLIES

When a water system can't eliminate a cross connection, it must use a backflow assembly to control it. The assembly must be equal to the degree of hazard the cross connection poses to the drinking water system. State rule will accept only backflow prevention assemblies on the *USC-Approved Assemblies List* to protect the public water system (WAC 246-290-490).

You can access the *USC-Approved Assemblies List* at usc.edu/dept/fccchr/list.html or the mobile version at usclist.com. ♦



Reduced Pressure Principle Backflow Assembly (RPBA)

Description: Two independently operated, spring-loaded check valves separated by a spring loaded differential pressure relief valve. Two fully ported shutoff valves and four test ports.

Use: High-hazard applications for backpressure and backsiphonage conditions. Must install above ground, may "spit" and cause a pressure drop across the assembly.



Double Check Valve Assembly (DCVA)

Description: Two independently operated spring-loaded or weighted check valves with two fully ported shutoff valves and four test ports.

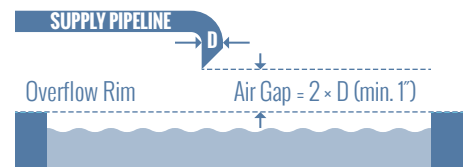
Use: Low-hazard applications for backpressure and backsiphonage conditions.

If installed below ground, test ports must be plugged.

AIR GAPS

Air gap installations are one of the most common deficiencies we find. An *approved air gap* means a physical separation between the free-flowing end of a potable water supply pipeline and the overflow rim of an open vessel.

For ODW approval, the air gap must be at least twice the diameter of the supply piping measured vertically from the overflow rim of the receiving vessel, and never less than one inch. The distance requirement may increase when it is installed near walls.



WATERWORKS OPERATOR CERTIFICATION RULE

The rule establishes the number of certified operators needed to operate each public water system and the certifications those operators must have (WAC 246-292-050). The rule also requires public water systems to designate and report those operators' names to the state Department of Health before operations start, and whenever an operator vacates a mandatory position (WAC 246-292-020).

The rule requires the water system to designate a cross-connection control specialist to be in responsible charge of a public water system's cross-connection control program. It defines the duties a cross-connection control specialist (CCS) and backflow assembly tester (BAT) must perform. This comprehensive list of duties is how we ensure operators are protecting public health.

The rule also specifies the content the BAT must include in backflow preventer inspection and field test reports. You can find a sample test-report form that meets these requirements and instructions for completing it online at our DOH CCC web page. You can download the form and modify it for your needs.

Please contact our Operator Certification staff with any questions at dwopecert@doh.wa.gov. ♦



JOINT STATES CROSS-CONNECTION CONTROL COMMITTEE

Joint States Cross-Connection Control Committee protects public health through proactive cross-connection control with public education and outreach. The committee invites water systems in various stages of CCC program development or implementation to join its effort to bring a unified message across several states to the issue of cross-connection control and the overarching goal of public health protection. Meetings occur three times a year: In February, the day before the SRC4 Annual Conference, in June, and in October. For information, contact Terry Pickel at 208-769-2210 or tpickel@cdaid.org. ♦

CROSS-CONNECTIONS YOU CAN'T SEE? SIGN UP FOR WATER LOSS WORKSHOP!

You know you're losing water, but the maintenance budget just won't cover leak detection and repair (or a water audit) this year. Worse, any place water can get out; contamination can get in if pressure drops. What's an operator to do?

Here's an idea: Attend the free Water Loss Workshop for Small Water Systems on Tuesday, June 6!

You will learn how to protect your system and save money by counting the water you use more accurately, so you can figure out how much water is really leaking. Armed with that knowledge you can efficiently spend limited resources to address water loss.

Heather Himmelberger of the Environmental Finance Center Network will lead the training.

The workshop runs from 9 a.m. to 4:30 p.m., June 6, in three locations via teleconference:

Tumwater: Point Plaza East Building
310 Israel Road SE
Room 152-153

Kent: Department of Health Regional Office
20425 72nd Ave. S, Building 2
Suite 310, Room 307

Spokane: River View Corporate Center
16201 E. Indiana Ave.
Suite 1500, Room 118

You can register online for the workshop at: efcnetwork.org/events/washington-water-loss-workshop-small-water-systems or download the registration form and mail it in. Hurry! Space is limited.

Did we mention it's free? 💧

SPOKANE REGIONAL CROSS-CONNECTION CONTROL CHAPTER

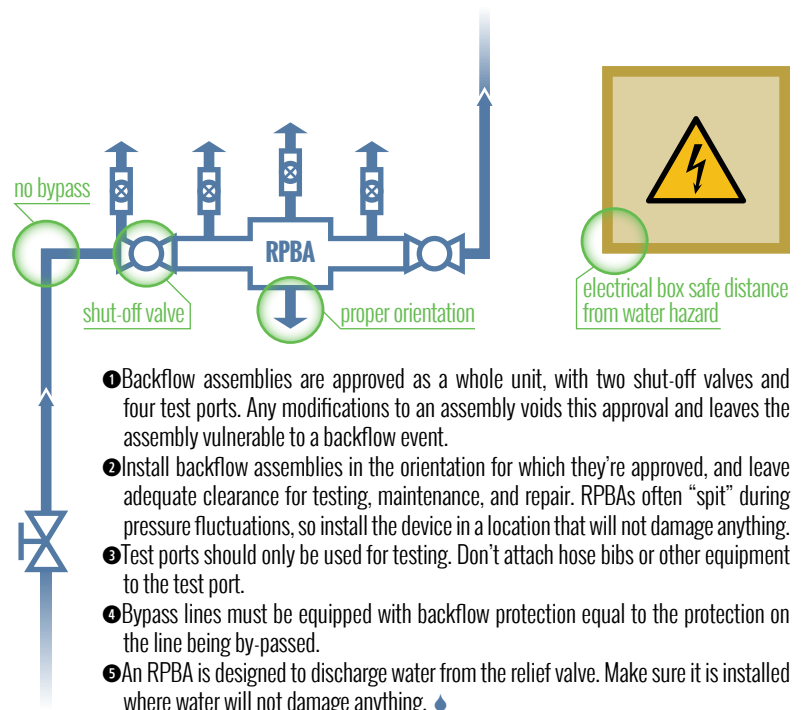
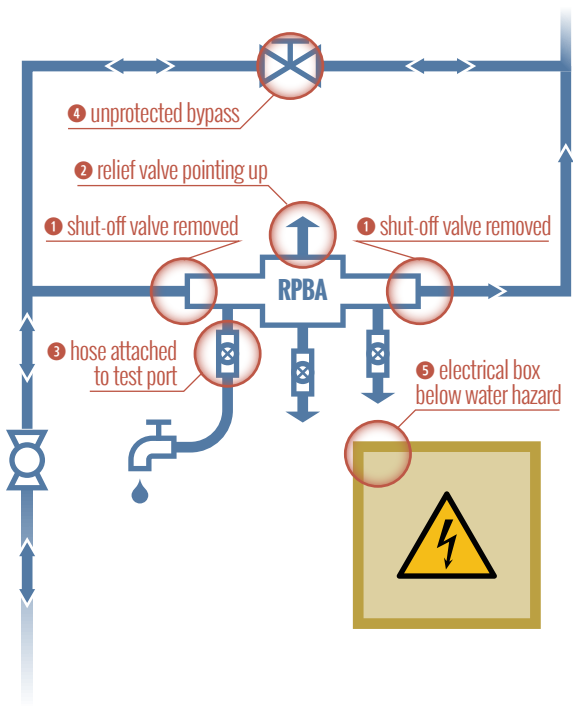


SRC4 believes a lack of cross-connection control and backflow protection is the biggest problem in the drinking

water industry. Therefore, education (often at no cost to attendees) is a key component of the committee's activities. They have held training sessions tailored for various water-related entities, such as irrigators, plumbers, plumbing inspectors, vendors, wastewater and so on. SRC4's monthly meetings are open to nonmembers. SRC4 encourages attendees to share cross-connection problems at meetings, and they often leave with a satisfactory solution based on interactions among members. SRC4 meets at 11:30 a.m. on the last Tuesday of the Month at Conley's Place Restaurant, 12622 E Sprague Ave., in Spokane Valley. For information, contact Bryan St Clair at bstclair@mewco.com or visit www.src4.org. 💧

THERE'S A WRONG WAY, AND THERE'S A RIGHT WAY.

CAN YOU SPOT ANY OF THESE ERRORS IN YOUR BACKFLOW ASSEMBLY INSTALLATION?



THE FUTURE OF CROSS-CONNECTION CONTROL

Washington has a long history of developing strong, collaborative drinking water programs to protect public health. For example, we worked with the largest water systems to improve cross-connection control (CCC) programs through our Annual Summary Reporting (ASR) process. Soon, we'll focus on expanding this collaboration to smaller water systems, promoting compliance with the drinking water rule.

There is nothing more important to sustaining life than water—specifically, safe and reliable drinking water. State rule requires water systems to develop and implement CCC programs to eliminate or control cross connections between the distribution system and a consumer's plumbing. The rule also details requirements for CCC (WAC 246-290-490) and operators (WAC 246-292).

4 GROWTH AREAS FOR OUR CCC PROGRAM

Implement the cross-connection control specialist (CCS) requirement

The Waterworks Operator Certification Rule requires each Group A public water system to designate a certified CCS in responsible charge of their CCC program.

The CCS develops and implements a system's CCC program to protect the distribution system from contamination and ensure the system delivers the highest quality water to customers. In addition, a system's legal liability decreases when it meets its CCS requirement.

Soon we will identify and begin recording the systems that have a CCS on staff

or under contract. Our goal is to record data for all systems by the end of 2018.

Your system can meet the requirement by signing an agreement with a contract CCS or a satellite management agency that offers CCS services. Small water systems may use the public list on our website to identify cross-connection control specialists to help them with CCC program development and implementation.

As an alternative, your existing waterworks operator may earn a CCS certification. There are advantages to having your existing operator earn a CCS certification:

- ◆ Your operator is likely already eligible to take the CCS certification exam.
- ◆ 2017 is the second year of the three-year professional growth cycle. Passing the CCS certification exam will meet the professional growth requirement.
- ◆ You don't have to search for the right person for your system—you may already have them on staff.

Expand ASR data collection

The rule requires all Group A public water systems to complete the CCC ASR annually and make it available to us or our representative on request. We already collect CCC ASR data from public water systems serving 1,000 or more connections. These large systems showed dramatic improvement with CCC rule compliance each year we required them to submit the report.

- ◆ We expect to encourage similar improvements in CCC compliance with smaller public water systems. Gradually we will expand the ASR

requirement to systems with 100 or more connections. We will begin by contacting systems with 750 or more connections this summer to discuss ASR submittals in 2018, and continue to add smaller systems each year until we meet our goal. The first year, smaller systems will submit their ASRs to us and receive feedback on their CCC program.

We will make them aware of potential compliance issues in the second year, and work with them to resolve issues in the third year.

- ◆ At the same time, we will start working with water systems that report unprotected severe and high-hazards at service connections. These connections pose some of the highest risk to public water distribution systems and systems must address them.

Revise CCC guidance manuals

We have two guidance manuals to help CCSs develop and implement CCC programs. Our publication, *Cross-Connection Control for Small Water Systems* (PUB. 331-234) provides an overview of CCC fundamentals, summarizes state and federal regulations, explains how to develop and implement a CCC program, and provides sample forms and templates. The revised manual will help the CCS comply with the CCC requirements in the drinking water rule.

When complete, the Joint Uniform Plumbing Code (UPC) and DOH CCC Manual will provide guidance for CCC topics that fall between UPC and drinking water rules. We intend to provide

AGING THE CROSS-CONNECTION CONTROL SPECIALIST EXAM

Many cross-connection control specialist (CCS) certification candidates enjoy great success on the exam after taking preparatory classes through **Evergreen Rural Water of Washington** or **Washington Environmental Training Center**. You can find class schedules online.

The best reference for the CCS certification exam is the **Pacific**

Northwest Section American Water Works Association (PNWS-AWWA) CCC Manual, Accepted Procedure and Practice, 6th Edition. The 6th Edition is no longer in print, but you may be able to borrow a copy from your local water system. The current 7th Edition of the PNWS-AWWA manual is not as Washington-specific as the 6th Edition was, but it's still a good resource.

You can find good information about cross-connection control (CCC) and its regulations on our **CCC Web page**. Toward the bottom of the page, you'll see a link to our **CCC for Small Water Systems Manual**, which has more details about the CCS exam. You will also find blank CCC Annual Summary Report Forms, public education brochures, examples of

backflow assembly inspection and test report forms, and the Backflow Incident Report Form.

We also recommend three other references: The U.S. Environmental Protection Agency's **CCC Manual** and **CCC Best Practices Guide**, and the University of Southern California Foundation for CCC and Hydraulic Research's **Manual of CCC**. ◆

CROSS-CONNECTION CONTROL BASICS

We always want water to flow from the source to the customer, but water can flow in either direction in a pipe. This occurs naturally when water flows from areas of higher pressure to areas of lower pressure, and when water flows from areas of higher elevation to areas of lower elevation.

A cross connection is any actual or potential physical connection between a public water system and any source of nonpotable liquid, solid, or gas that could contaminate the potable water supply by backflow.

A backflow is the undesirable reverse flow from a source through a cross connection into the public water system or a consumer's potable water system. For a backflow to occur,

three things must occur simultaneously. Backflow conditions (backpressure or backsiphonage) must exist, a contaminant must be present (a cross connection), and backflow protection must be missing or failing.

Backsiphonage is negative pressure (vacuum or partial vacuum) in the supply piping caused by high-velocity flow in pipes, water line breaks, or reduced supply pressure at the source.

Backpressure occurs when the customer's plumbing pressure exceeds the pressure in the water supply piping. Potential causes include an auxiliary water supply, booster pump, or thermal expansion from a heating boiler.

Cross connections exist in all plumbing systems and there

are many documented cases of backflow causing drinking water contamination. These cases have caused illness, injury, and in some cases, death. The task of eliminating cross connections is enormous. All water systems must develop and implement cross-connection control programs that reduce the risk of contamination to their water systems and their exposure to legal liability.

A Few Backflow Incidents

A worker installed an unprotected bypass line around the backflow protection at a school's boiler. When an operator opened the bypass during maintenance, nitrites and propylene glycol entered the school's plumbing system. The school was on a holiday break and received

only one complaint about bad smelling water.

A mill used compressed air to blow water from a fire suppression system prior to a winter storm. The mill had backflow protection on a known connection to the water distribution main. However, there was no backflow protection on a second, unknown connection to the distribution main. The compressed air charged into the water main, causing stagnant water and air to enter the distribution system.

A water system performing regularly scheduled high-velocity water main flushing caused negative pressure in the high point of the system. The water from 12 homes drained into the water main and introduced air into the system. The system received complaints of air and discolored water from many customers. ♦

an in-depth discussion of jurisdictional authority, identify the minimum backflow protection recommended for specific water-using equipment, and provide templates and sample forms.

Create more CCC training opportunities

CCC education and training is paramount to increase awareness, ensure consistent messaging, and better protect public health. By asking public water systems to identify the CCS in responsible charge of their CCC program, we're requiring existing operators to seek training for certification. We're also providing opportunities for new CCSs to educate others at their systems.

♦ **Waterworks operators:** All waterworks operators should understand CCC principles and know when to contact the CCS. Newsletters like *H₂Ops* allow us to reach many operators with a single message. We also attend educational conferences throughout the state to present information or answer questions in the vendor area.

♦ **Water system management and governing bodies:** Decision makers at a public water system can be the greatest hurdle when implementing a CCC program. If decision makers

don't understand why regulations exist, they are less likely to support them. We will continue expanding our presence at conferences we don't historically attend to provide a basic understanding of CCC and the potential adverse effects of not having a CCC program or a CCS in responsible charge. We also will develop guidance with key messages and strategies to help CCSs talk to their decision makers.

♦ **Consumers:** An educated water consumer can make a CCS job much easier. We will develop brochures on topics like why we require annual backflow assembly testing, how to choose a backflow assembly tester, common cross connections in the home, and why CCC rules exist. You can use these brochures as bill inserts or handouts to provide required public education.

♦ **Regulators:** As the CCSs expand their programs, the regulatory community can provide technical support and a second

voice to decision makers. We will organize cross-training opportunities for staff to facilitate two-way communication with water operators, and provide regional staff additional training in cross-connection control. We will also continue coordinating with the Department of Ecology, State Fire Marshal, Labor and Industries, Department of Agriculture, and the State Building Code Council to synchronize efforts to support CCC programs. ♦



PNWS-AWWA CROSS-CONNECTION COMMITTEE

Pacific Northwest Section American Water Works Association Cross-Connection Committee is a communication network, support and information resource focusing on education and training for all cross-connection control specialists and backflow assembly testers. They represent cross connection specialists, backflow testers, and interested parties in Idaho, Oregon and Washington. Quarterly meetings are held in the Portland area from 9 a.m. to noon on the second Friday of February, May, August and November. For information, visit pnws-awwa.org. ♦

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♻️ Printed on recycled paper.



REMINDER: CONSUMER CONFIDENCE REPORTS & CERTIFICATIONS

Every community water system serving 25 or more residents or with 15 or more connections must prepare and distribute a Consumer Confidence Report (CCR) to customers and the Office of Drinking Water (ODW) by July 1 every year.

Community water systems also must certify that they distributed their CCR to their customers. Although we don't require systems to submit their CCR Certification Form to ODW until October 1 of each year, we encourage our water system partners to complete and submit their CCR Certification Forms at the same time they provide CCRs to customers. You can find the certification form by visiting doh.wa.gov and searching for "331-203."

Additional guidance, assistance, and helpful links are available at our website, doh.wa.gov/CCRReports. ♦