

## HINTS FOR A PERFECT REPORT

- A. Report **ONLY** detected contaminants in the detected contaminants data tables – **DO NOT** report non-detects there! This includes total coliform, fecal coliform and *E. coli.*, lead/copper, nitrates, etc.

It's understandable that you would want to report non-detects, especially for the above mentioned. You can report non-detects, just not in the table where you're listing the detected contaminants. (Some states require the listing of all non-detects, but this is displayed in paragraph format instead of data tables due to space constraints.) For example, you can add them by clicking the Add Other Contaminant Not on List Above button at the bottom of the Detected Contaminant screen in CCReporter. Contaminants from here will be placed in a separate data table titled Other Regulated Substances (you can always edit that title if you wish during your editing phase).

- B. If you are on a reduced monitoring schedule for any detected contaminant, you might need to include that contaminant's data from previous reports. Remember to go back **5 years** for that information (9 years for California utilities). Most of the violations meted out to utilities by the state reviewers are for not including this data in their reports. Simply open last year's report, identify the contaminants on reduced monitoring, determine if sampling in the current reporting year occurred and, if not, simply copy over that information into the current year's report. Of course, if this contaminant was sampled in the current reporting year and it came back as a non-detect, then you don't report anything.
- C. Anything reported from the lab in the amount detected column like <0.003, BDL, ND, etc. are all defined as non-detects and should not appear in the report (of course, your low-range value in the Range column could be a non-detect – see D below).
- D. If a low-range value is a non-detect, don't report it as 0 (zero); instead, report it as ND. This stands for "not detected" and is defined in the Definitions section of the report. Analytical uncertainties prevent a laboratory from ever stating unequivocally that a sample's contaminant concentration is zero, so you're always safer to simply state ND as the low-range value wherever applicable.
- E. If you took only a single sample for a particular detected contaminant, there are no range values to report, so leave the Low Range and High Range spaces on the contaminant screen in CCReporter blank. Some people will report the single sample result as both a low- and high-range value, but that makes the inference that more than one sample was taken and they just so happened to be the same numbers. You're only required to report ranges if you had more than a single sample. (If those spaces are left blank – don't enter NA in either space – the application will place a single NA in the space in the data table.)
- F. CCReporter will make all "CCR Units" conversions, so simply enter the data in the units of measure you received them and the CCReporter will handle the rest. Do not attempt to make conversions

unless you're absolutely positive that you know how to; a simple conversion error could end up costing you a reporting violation!

- G. Remember to report a unit of measure for **ALL** the detected contaminants you are reporting.
  
- H. Many clients misreport the lead and/or copper data mainly because they wish to show the data in the same unit of measure (CCR Units requirements depict copper in ppm and lead in ppb). You can't convert lead down to ppm but you can convert copper results up to ppb. The best thing is to just enter the lab data and let CCR Reporter decide what the required units of measure need to be. If you still want to manually convert the data, remember to change the AL value and the associated unit of measure, and make sure it matches the unit of measure for the data you're reporting. Double-check your conversions and ask us if you have any questions.
  
- I. When reporting TTHMs and HAAs range values, remember to use the lowest and highest samples and not the lowest and highest quarterly values. This is a very common mistake. Click on the Calculating Amount Detected link appearing at the bottom of all the contaminant screens in the Detected Contaminants section of CCR Reporter for an example on how to report contaminant data for running annual average calculations.
  
- J. Violation statements should be short (single paragraph usually suffices), to the point, and contain the following information:
  - a. What type of violation (e.g., MCL exceedance, reporting and monitoring violation, etc.)?
  - b. When did the violation occur?
  - c. How long were you in violation (was it resolved)?
  - d. What was the cause (only if you know for sure; otherwise, ignore this)?
  - e. What's being done to prevent a reoccurrence of the violation?

CCR Reporter will automatically insert any required health-effects statements where applicable (not all violations require health-effects statements). Remember never to hide your violation statement in a footnote to the data tables (unless you're describing a Secondary contaminant exceedance, where it's always permissible as a footnote).

- K. Remember that a CCR contact name and number is required to be included in the report. Many state reviewers frown upon simply listing the main number to the utility or department.
  
- L. Remember to include a summary statement of the source water assessment (if one was performed, of course). Even though you've been reporting the same statement year after year, it's still required information. If it's been updated, remember to include any new information (CCR Reporter describes what's required to be included).

- M. Feel free to edit the Typical Sources text for any detected contaminant (in fact, you are encouraged to remove sources that don't apply to you). For example, fluoride's typical source states that it is added to water for the prevention of tooth decay; if your system doesn't add fluoride to the water, then that statement can be deleted from your report. You aren't required to review and change any of the source information for the listed contaminants, so only delete something if you want to and only if you're absolutely sure it doesn't apply.
- N. Refrain from using statements like "Our water is safe!" – it reads well but can't be backed up, as there might be immunocompromised persons in your community where that statement might not apply.