

PREPARING YOUR ANNUAL WATER QUALITY REPORT (AWQR)

By Steve Freeman

Hello readers. By the time this magazine article has been printed you should have already completed your Annual Water Quality Report (AWQR) for this year. Please keep this article handy as a guide for next year. This report is an excellent opportunity for your water system to inform your customers that you are providing a safe, affordable, and reliable quality product. If you recall, this report used to be called the Consumer Confidence Report (CCR).

I have been able to assist many communities with the AWQR, let me give some pointers to make the process a little easier. Before you start, gather all information needed for the report.

AWQR Checklist:

- Previous year report in word format, word is the easiest to make changes.
- List of previous year sampling requirements from Department of Health.
- All sample results from previous year.
- List of any violations cited by Department of Health.
- Chemical information, average daily chlorine residual min/max/average. Any other chemical dosing and turbidity.
- Any updated contact info, names, phone numbers, e-mail, meeting times and dates.
- Anything that you would like to inform your customers about such as; project updates, system improvements, awards.
- Having these items handy will greatly assist in completing the document.

Having a copy of a previous year's report on the computer in word format is the easiest and quickest way to update the report. A PDF file is much more difficult to alter. If you should need a template, they are available on the NYRWA website home page under-resources-downloads-reports, templates, factsheets, <https://nyruralwater.org/downloads/downloads-other-materials>. A copy of the Health Department's previous year sampling requirements is handy to review, so that you are sure you have completed all the required sampling for the year. Gather all the sampling results from your lab. If you should find that reading through the lab-supplied sample results is confusing, such as I do, don't be afraid to call the lab and ask for an explanation. Your system paid for their service, get your money's worth. Once you have the sample results, I find it helpful to record the date collected and results next to the corresponding sample on the Health Department's previous year's sample requirement sheet. This makes it quicker and easier when updating results on the report. If you are unfamiliar with the sample's maximum contaminant level when updating results on the report, they can be found in subpart

5-1 of the State Sanitary Code. Search NYS AWQR table 1, Health Effects Language. This table has all the information required for your report, maximum contaminate level, health effects, sources of contamination and regulatory limit. Gather chemical dosage information, chlorine residual min/max/average. Same with other chemicals, fluoride so-on and turbidity if required. Be sure to update any contact information. The Operations Specialist in charge may have changed as well as elected officials, meeting dates, times and place, phone numbers, emails, etc.

It is required to include all notices of violations received from the New York State Department of Health. If you received a violation and can not locate it, reach out to your local Health Department office, they will be glad to assist. The language in the violation is what you will need to include in the report. I usually include it under the section titled, "Is Our System Meeting The Rules That Govern Our Operation". You may want to include any information that may be informative to your customers. As I mentioned before, this report is a wonderful tool to bolster your water system. We all realize your customers are getting more than they pay for. Keep them informed of system upgrades, new meter reading systems, new pipe or tank projects, new personnel, awards received, anything to gain a better confidence of your product, remember the (CCR).

Take your time, construct a neat and informative document that hopefully your customers will read and understand. If you would like any assistance with your AWQR or anything at all, please feel free to reach out to myself or any of the professionals at NYRWA for assistance. Together we will continue to provide QUALITY ON TAP!! 💧💧💧

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