



## Most Common Consumer Confidence Report Errors

This is a list of the most common CCR compliance errors that lead to violations and/or require reissue. This is not a complete list of all required elements. Contact [EPA.PWSCompliance@illinois.gov](mailto:EPA.PWSCompliance@illinois.gov) with any questions concerning your CCR.

- Failure to Deliver the CCR via an Approved Method**  
**Ill. Adm. Code 611.885(a) and (g)**  
If your supply had violations during Calendar Year 2025, you are required to issue the CCR via an option under Method A (Direct Delivery). This requires delivery of the full report, or link to the report, to each customer.
- Insufficient URL**  
**Ill. Adm. Code 611.885(a)**  
If using a URL to deliver the CCR, it must be a direct link/web address to the report. You are required to provide contact information and instruct how to access a paper copy of the report. QR Codes must be accompanied by a URL.
- Failure to Include the Updated Lead Informational Statement**  
**Ill. Adm. Code 611.884(d)(1)**  
A new mandatory lead informational statement went into effect in 2025. Be sure you are using the current version and include the required contact information for testing resources in the space provided.
- Failure to Include Corrective Actions**  
**Ill. Adm. Code 611.883(f)**  
If there are violations appearing in the violations table, you are required to include an additional statement of corrective actions for each violation or, if applicable, the required public notice for each violation.
- Failure to Include Lead and Copper Range of Detections**  
**Ill. Adm. Code 611.883(d)(4)(F)**  
Be sure to report the range of individual sample results from your most recent calendar year of lead and copper sampling, including the unit of measurement used for reporting.
- Failure to Report UCMR5 Detections Above the Minimum Reporting Limit (MRL)**  
**Ill. Adm. Code 611.883(d)(7)**  
Be sure to include the detected analytes, range of detections, and the average with units of measurement. If your supply has no detections above the MRL, a table is not required.
- Failure to Notify Customers of the Availability of Lead Tap Sampling Data**  
**Ill. Adm. Code 611.883(h)(8)(A)**  
The report must instruct how to access or request a copy of the system's complete lead tap sampling data.
- Failure to Include Notification to Customers of Availability of Source Water Assessment**  
**Ill. Adm. Code 611.883(b)(2)**  
The report should provide notification that the source water assessment is available and include a brief summary of the source water's susceptibility to contamination.
- Failure to Notify Customers of Lead Service Line Inventory Availability**  
**Ill. Adm. Code 611.883(h)(8)(B)**  
The report must instruct how to access or request a copy of the service line inventory even if the supplier has no lead service lines.
- Public Notice**  
**Ill. Adm. Code 611.905**  
The standard violation table and corrective action statement is not sufficient to meet requirements of the Public Notice Rule. If your supply is using the CCR to meet a public notice requirement, include the notice as an additional page of the CCR and submit the PN certification form with your CCR documents to Illinois EPA.