CONSUMER CONFIDENCE REPORT TEMPLATE

Instruction Manual

ENVIRONMENTAL POLICY
INNOVATION
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Contents

Guidance on Content

The accompanying template is provided as a way for public water systems (PWS) that don't have a lot of time or resources to more easily develop a CCR that (1) meets all federal requirements; (2) is fairly easy for the PWS to create; and (3) enhances the consumer's understanding of their water quality, more so than the current CCR.

The template was developed in concert with an advisory committee comprising a cross section of professionals in the sector, including representatives from public water systems, AWWA, private water systems, regulatory agencies, and nonprofits.

Every effort has been made to ensure this template complies with all regulations, but **each public water system should check the federal guidance and any specific guidance from their state,** to make sure their CCR meets the requirement.

There is no one-size-fits-all CCR template. Some PWS choose to only mail their CCRs to customers, while others prefer to only have a website. Yet others prefer to do both.

This template offers you two versions: a Word document and a Squarespace website.

The Word document can be printed and mailed (in an envelope) or provided as a link to a PDF document at the PWS' website (satisfying the one-click requirement). For the PWSs who don't mail their CCR, and only provide it as a PDF linked to their website, it could be printed and mailed to customers upon request. We highly recommend the PDF link be prominently displayed on the PWS home page AND a water quality page (if one exists).

Check with your regulator, but most PWS are not required to mail their CCR, but all PWS need to make sure every customer is notified of its existence and how to access it. To satisfy this requirement, PWS may send a letter or postcard, print the notice on the customers' bill, or provide a bill insert to each customer. No matter the communication channel, the notice must indicate the availability of the report at the PWS' website and provides the "one click" link. Some recommended content ideas for that letter, postcard or bill insert are:

- A personal letter from the system leader that summarizes the findings and invites customers to attend board meetings, have a tour of the plant, or follow you on social media.
- Sharing that your top priority is making sure that the water customers use to drink, wash your hands, bathe your children, and prepare healthy meals meets all state and federal drinking water standards.
- How many tests you perform each year to assure the safety of the water.
- Infographics that share # samples collected, # tests performed # substances monitored.
- Perhaps include a brief table of some key substances, such as bacteria, lead, fluoride, and disinfection byproducts.

Additional and Optional Content

We have provided all the sections that are typically required for all PWS as well as a "Additional Content" section for those who experience a violation and an "Optional Content" section for those who want to provide more information than is required. Just be aware this will create more pages to print and mail if that's what you're planning to do.

Consecutive Systems

We know that many PWSs purchase water from other systems, many sell water to another system, and there are those that both purchase and sell water. These systems all need to share data that need to be included in CCRs. Our advice here is to keep it all within the same table and identify the source in the column marked "source of water".

Data Tables

We have made some updates to the table to make it a little more "reader-friendly" and to put the data in better context, we're offering you a design element that will enable you to highlight a few substances outside of the table. These are your choice – they can be substances you pay close attention to, ones for which you had violations, or ones that you just know your customers care about most. The table of data itself follows with some annotations to help the reader through. Don't forget that if you have a violation, or require additional monitoring by your regulator, you need to consult the section on additional information for the required language.

Resources to Consult

The team that developed this template consulted many resources to be sure we incorporated the latest suggestions talked about within the sector conversations about the CCR. Here is a list of those resources we consulted. Note there is a lot of support for changing the actual language, however, at this time, the language provided (with the exception of optional text) is required language.

- Journal AWWA Article: Putting Better Water Quality Communication on the Fast Track – November 2021
- Consumer Confidence Report Rule Revision Working Group Report to National Drinking Water Advisory Council – November 2021
- AWWA Letter to EPA: CCR3 Working Group Report Public Meeting, Post-meeting Comments – November 2021
- AWWA Letter to EPA: CCR3 Working Group Report Public Meeting – October 2021
- Utilities Policy Paper: Poor accessibility of water utilities' consumer confidence reports – July 2021
- 2020 Water Data Prize Recommendations – March 2021

- Utilities Policy Paper: Utility approaches to evaluating the effectiveness of consumer confidence reports – June 2019

Federal Requirements

For your reference we have included a checklist below of all required information, per the Safe Drinking Water Act[1]. These are sections you will find in the template.

Water System Information
   a. Name/phone number of a contact person
   b. information on public participation opportunities
2. **Source(s) of Water**
   a. Location
   b. Common name
   c. SWDAR availability, water source susceptibility and potential sources of contamination
3. **Definitions**
   a. Maximum Contaminant Level (MCL)/MCL Goal (MCLG)
   b. Treatment Technique (TT)
   c. Action Level (AL)
   d. Maximum Residual Disinfectant Level (MRDL)/MRDL Goal (MRDLG)
4. **Detected Contaminants**
   a. A table summarizing reported concentrations and relevant MCLs and MCLGs or MRDLs and MRDLGs
      i. Known source of detected contaminants
      ii. Health effects language
5. **Information on Monitoring**
   a. Cryptosporidium
   b. Radon
   c. Other contaminants (if detected).
6. **Compliance with Other Drinking Water Regulations**
   a. Any violations and Ground Water Rule [GWR] special notices
7. **Variances and Exemptions**
   a. If applicable
8. **Required Educational Information**
   a. Explanation of contaminants in drinking water and bottled water
   b. Information to vulnerable populations about Cryptosporidium
   c. Statements on
      i. Nitrate
      ii. Arsenic
      iii. Lead (see Lead and Copper Rule Revision CCR Requirements, page 150)

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[1] Consumer Confidence Report Rule: A Quick Reference Guide (epa.gov)

1. Updated health effects information
2. How to access lead service line inventory
3. How to access all tap sampling results shown in the CCR

Further, America's Water Infrastructure Act of 2018 (still to be implemented by the EPA) amends the Safe Drinking Water Act to require CCRs contain information about:

- Corrosion control efforts
- Identify lead action level exceedances for which corrective actions were required

Word Document Report Template

Part 1: Update Colors and Fonts to Your Branding

Change Colors: For ease of readability and flow, it is recommended to have at least the header title a different color than black.

1. Go to the **Design** tab at the top, then click the **Colors**. See screenshot below.

2. At the bottom of the drop-down menu there is a **Customize Colors** option for you to insert your brand colors. You can also choose any of the Office preset colors. If you choose to stay with the CCR Template colors but would like to change the blue color used throughout, right click on the palette and select **Edit**. When you update **Text Background – Dark 2,** that will automatically update everything that is currently blue in the template.

Change Fonts: For ease of readability and flow, it is recommended to have at least the header title set as bold text.

1. To update the fonts, follow the same two steps as changing the colors. See screenshot below.


2. At the bottom of the drop-down menu there is a **Customize Font** option for you to choose the font of your preference. You can also choose any of the Office preset fonts.

3. An alternative option to the first two steps are to update the paragraph **Styles** by right clicking on the style (i.e., Body), and then click Modify.
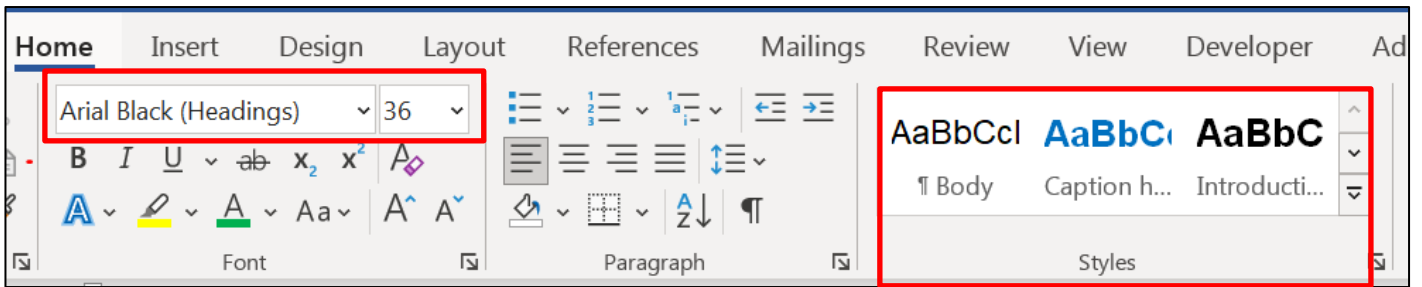
4. A window will pop up where you can change the font, size, bold, paragraph options, etc.
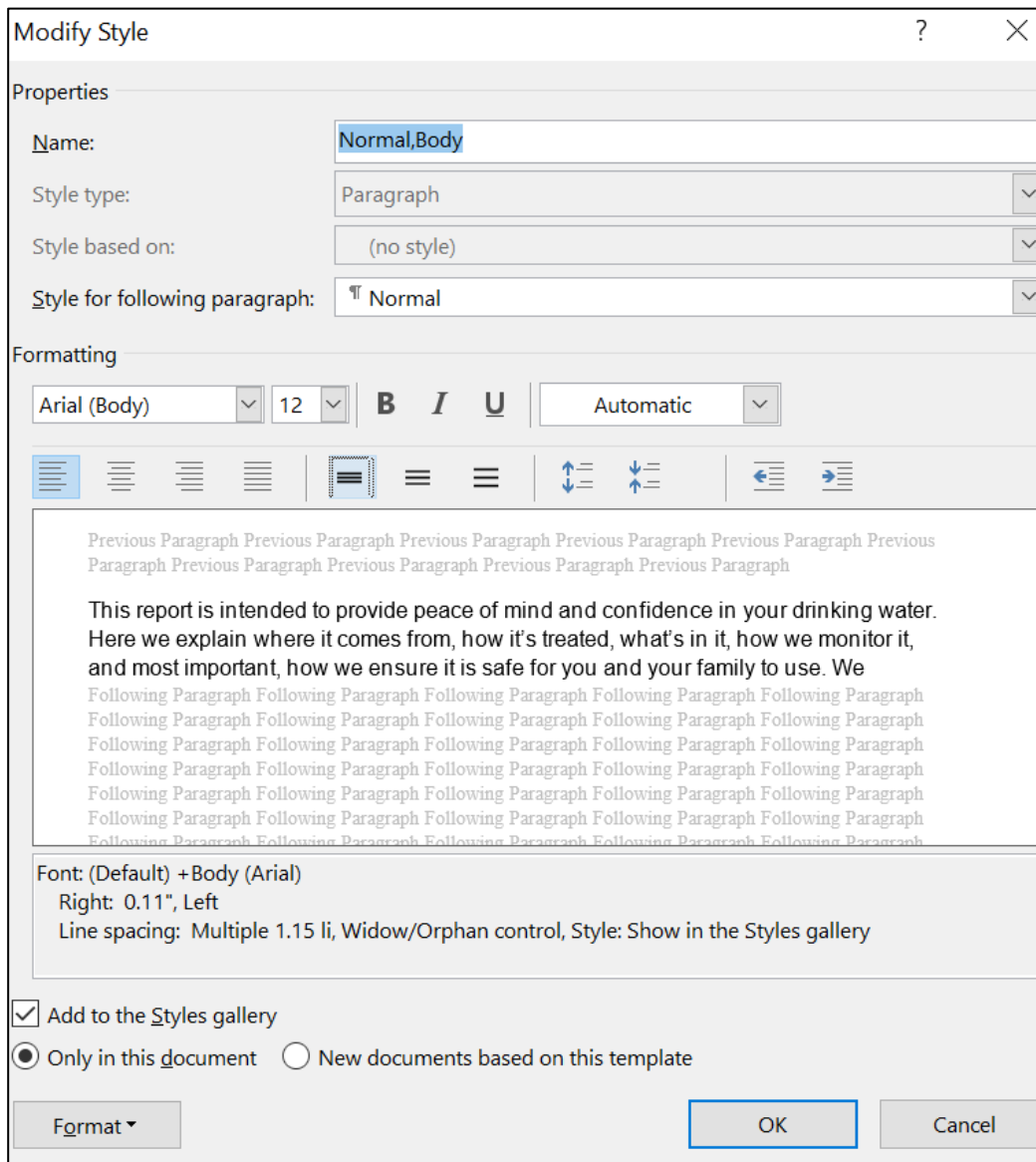
Part 2: Update Content

General

1. It's up to you to make sure that the information in your CCR is correct and includes all the required language. There are comments throughout the template indicating the language that's required by regulators; however, regulators in your state may have specific requirements, so make sure to check with your regulators to ensure compliance.
2. Throughout the template, we have included optional text that will enhance the consumer's understanding of their water quality. You can remove, add to, or change the optional text at your discretion and as it makes sense for your utility and consumers.
3. Update all highlighted items with your utility's information.
4. All the photos that have been included in the template can be used in your CCR as they are free for commercial use; however, we recommend replacing the photos with ones that best represent your community. To replace a photo, right click on the photo and select **Change Picture.**

Cover Page

Delete the logo placeholder box and add your logo instead by going to the **Insert** tab and selecting **Pictures**. Right-click on the picture to change the Wrap Text option to "In Front of Text" and "Fix position on page."

Message From Your Leader

A headshot photo is included as a placeholder to show a layout option if you would like to include one. If you don't want to include the photo, simply select delete it.

About Your Water

This is a section devoted to where your water comes from, so you want to describe the source (or sources) and share an image if available. There is also some required text so be sure to keep that as is.

Your Water Data

1. This section provides an opportunity to share a quick overview of what you tested for, how often, and whether your water meets all standards. Note this is the main thing a consumer will want to know, so make it very clear. If desired, you could talk about your sampling protocol and explain that you test for both regulated and unregulated substances (if that's the case).
2. We also provide four "mini" tables which give you a chance to highlight up to four substances. Your choice which ones to pick. You can delete one or two or all of them if you don't like this. The main table of data will be at the end, and there's a place for you to insert a page number of where they can flip to it.
3. All of the tables are set up as placeholders for typical substances sampled and should be updated with actual data of substances sampled for the year.

4. Update the abbreviation definitions following each table to include the abbreviations used in that table.

Table of Water Data for 20XX

1. This section is where the standard table of data is provided. The formatting is intended to be easier on the eyes and meet ADA compliance.
2. All of the tables are set up as placeholders for typical substances sampled and should be updated with actual data of substances sampled for the year.
3. Update the abbreviation definitions following each table to include the abbreviations used in that table.

En Español (Spanish translation)

We have included text in Spanish that informs consumers where they can get a version of the CCR in Spanish. This text in Spanish that we have included translates to:

"This report includes important information about drinking water. If you have questions or comments about this report in Spanish, please contact us by email at [email] or by phone at [phone]."

Appendix: Additional Required Language if Applicable

This section is not intended to be part of the report, but instead for you to copy and paste into the appropriate sections if it applies to your utility. **Delete the Appendix once you finalize the report.**

Part 3: Ensure ADA Compliance

The template is ADA compliant; however, the changes that you make to the document can impact the document's ADA compliance. Please review the final document for ADA compliance. This section summarizes a few of the ways to make your report accessible to people with disabilities. For more information to meet the guidelines, visit https://www.w3.org/WAI/standards-guidelines/wcag/.

1. Add "Alt Text" to describe each image and icon
    a. Right-click on an image or icon and select **Edit Alt Text**
    b. Add text into the **description field** and mark as **decorative** if necessary
2. Colors and contrast
    a. Make sure to use sufficient contrast for text and background colors
    b. To check whether the colors you've used are compliant, you can test them here: https://webaim.org/resources/contrastchecker/
3. Font size
    a. The font size should make it easy for the text to be effectively displayed on all devices, including mobile, desktop, tablets, and special devices like screen readers.
    b. Headings should feature larger text compared to the body text.
4. Tables
    a. It's better for readability to create individual tables than one big table with multiple headers.
    b. Make sure the header row is always checked under the Table Design tab.
    c. Make sure header rows are repeated if the table flows onto the next page by selecting the table, going to the **Layout tab** at the top of the Word window, and selecting **Repeat Header Rows** in the **Data** section
5. Make sure all of the text in the report is associated with a paragraph style and headers are used (can use up to six headers)
6. Hyperlinks need to be clearly underlined, stylized, pointed out, and ScreenTip is added
    a. To add ScreenTip description, right click on the hyperlink and select **Edit Hyperlink**
    b. ScreenTip will appear on the right side
7. Make sure to add bookmarks by going to the **Acrobat tab** and then selecting **Preferences**. Make sure **Create Bookmarks** is checked.
8. Use the Accessibility Checker feature by going to the **Review** tab, select the **Check Accessibility** dropdown menu, then select **Check Accessibility**.
9. When exporting to PDF, you can use CommonLook to check the document's accessibility: https://commonlook.com/best-pdf-validator-is-free-for-everyone/

Squarespace Website Template

Part 1: How to Set Up an Account

- Visit https://www.squarespace.com/
- Select **Log In** at the top right
- Then select **Create Account** at the top right again

Your costs are composed of two parts, the cost to have a Squarespace account, and the cost associated with hosting the site.

Account Type and Cost

Below we have provided two different account options for you to decide what best fits your needs.
- **Personal Account** – Recommend if you are looking for a basic account just for the CCR
  - Annually $14/month
  - Monthly $19/month
- **Business Account** – If you would like more advanced marketing features (analytics, promotional pop-ups, etc.)
  - Annually $23/month
  - Monthly $33/month
- For detailed information on the various types of plans, including pricing and features, visit https://www.squarespace.com/pricing/

Domain Information and Cost

A domain is the name of your website and serves as the URL address people will use to access the website (i.e., www.**utility.waterqualityreport**.com).
- If you pay for your Squarespace site on an annual basis, Squarespace gives you one year of free domain registration on their cheapest pricing tier.
- If you would like to register for a domain on Squarespace, view this video: https://youtu.be/dl4niwlFppo?t=52
- If you would like to transfer a current domain that you own from a third-party site (i.e. GoDaddy), view this video: https://www.youtube.com/watch?v=hc5Gf9TW-zQ
- If you do not want to pay for a custom domain and prefer not to go through a process to registering for a custom domain, Squarespace will generate a domain for you automatically.
- For more information visit https://www.squarespace.com/domain-name-search

Part 2: How to Access the template

- Please contact **ccrtemplate@raftelis.com** for the template and provide the email to which the account is registered under.
- You will then be invited as a contributor, and then the template will transfer to your ownership.
- After the template is transferred it will show up under your account dashboard, and you can start inserting your content.

Part 3: How to Update Fonts and Colors to Match Your Brand (if applicable)
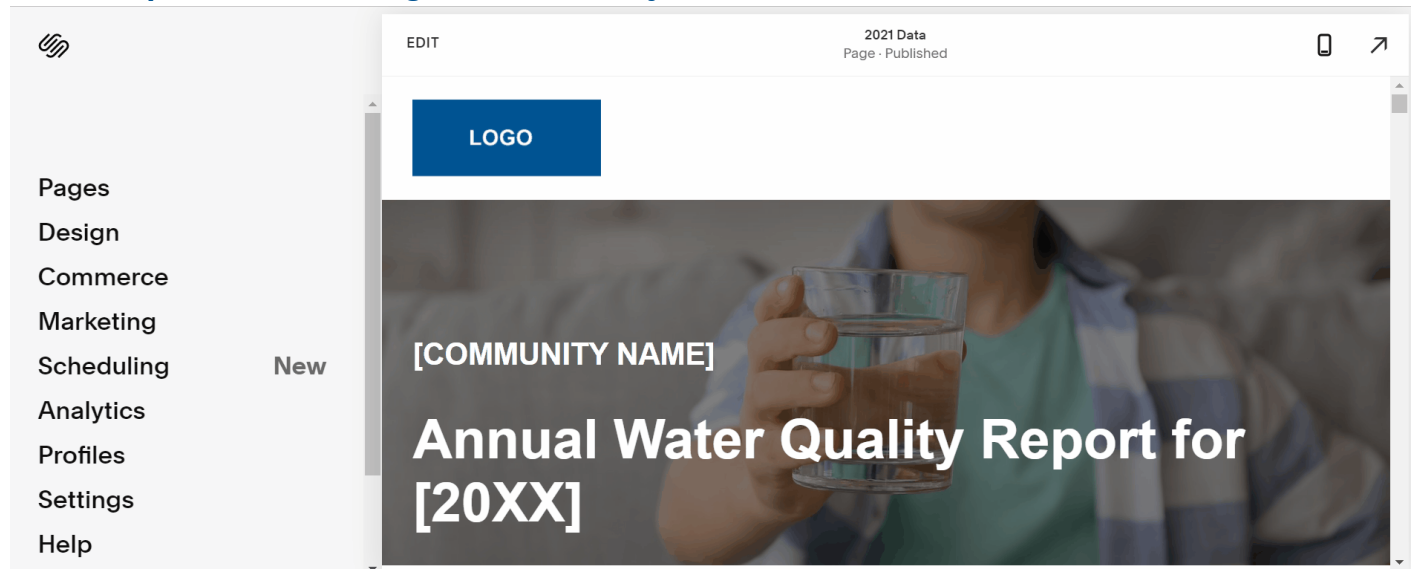
If You Want to Update the Font

1. In the Squarespace menu on the left, choose **Design**, then **Site Styles**.
2. A menu will appear on the right, where you can select **Fonts**. Within this menu, there are two ways of changing the fonts:
    a. **Font Pack**
        i. Font Pack is the first option at the top, and to view the fonts select **Switch**
        ii. You will see three different tabs with different font styles
        iii. Whichever you select will automatically update the fonts in one click

How to Update Fonts using Font Pack
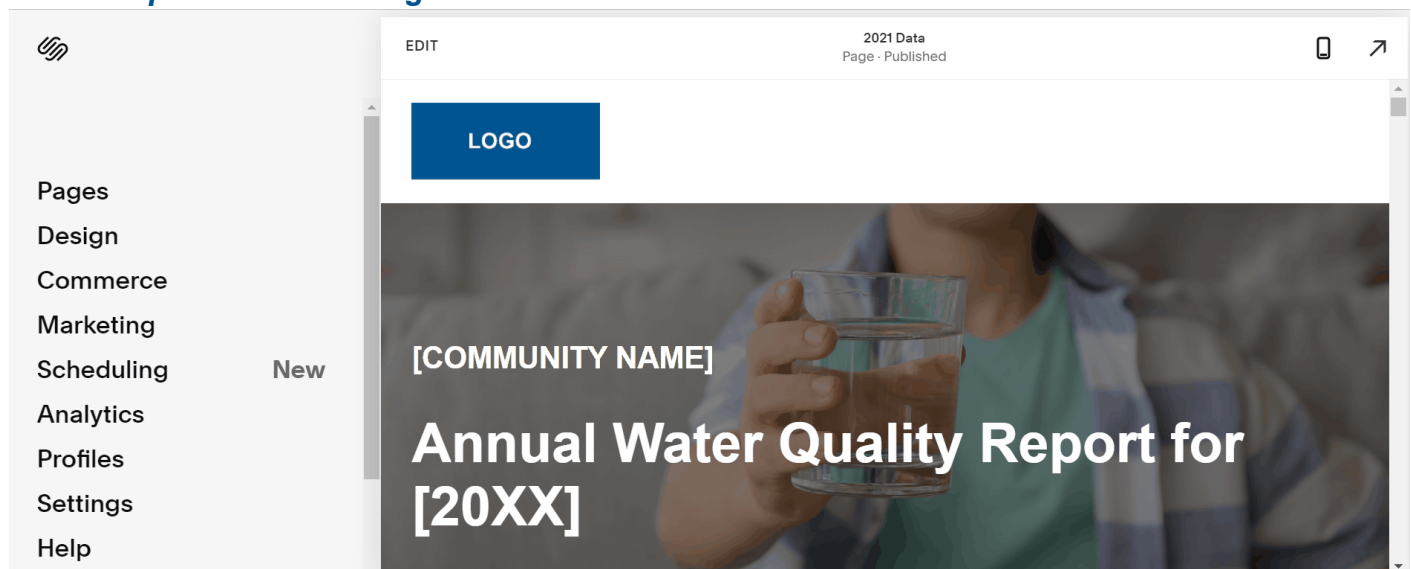
    b. **Global Text Styles** (view tutorial on the next page)
        i. This option is located under font packs, and this option allows you to have more flexibility to choose specific fonts
        ii. Select the category (**Headings**, **Paragraphs**, etc.) and then select **Family**
   iii. Select **Browse All Fonts** and search the font of your choice

How to Update Fonts using Global Text Styles

If You Want to Update the Colors

1. In the Squarespace menu on the left, choose **Design**, then **Site Styles**.
2. A menu will appear on the right, where you can select **Colors**, then **Edit Palette**. Within this menu, there are a couple of ways to update your colors:
   a. Easiest option to update the colors to match your brand is to use the **From Image**
      i. Select **From Image** tab, and then it will prompt you to upload an image, such as a logo

How to Update Colors from Image
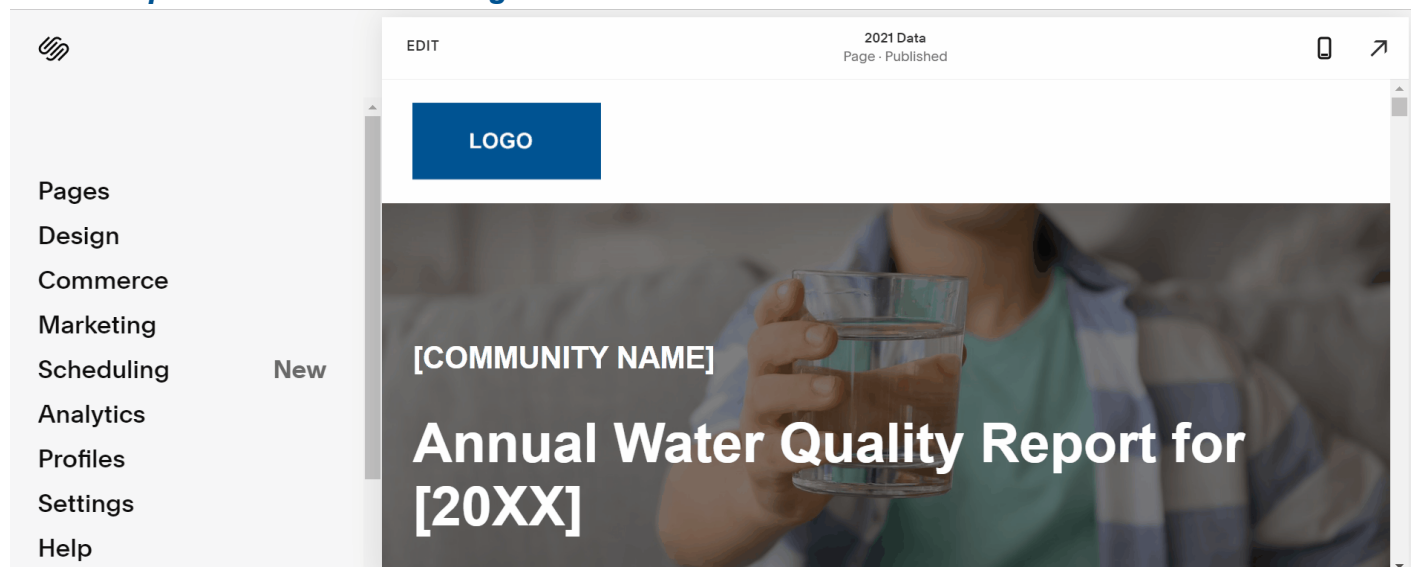
b. If your agency doesn't have an official color palette, you can choose from the built-in color using the **Presets** option (view tutorial on the next page)

How to Update Colors from Presets
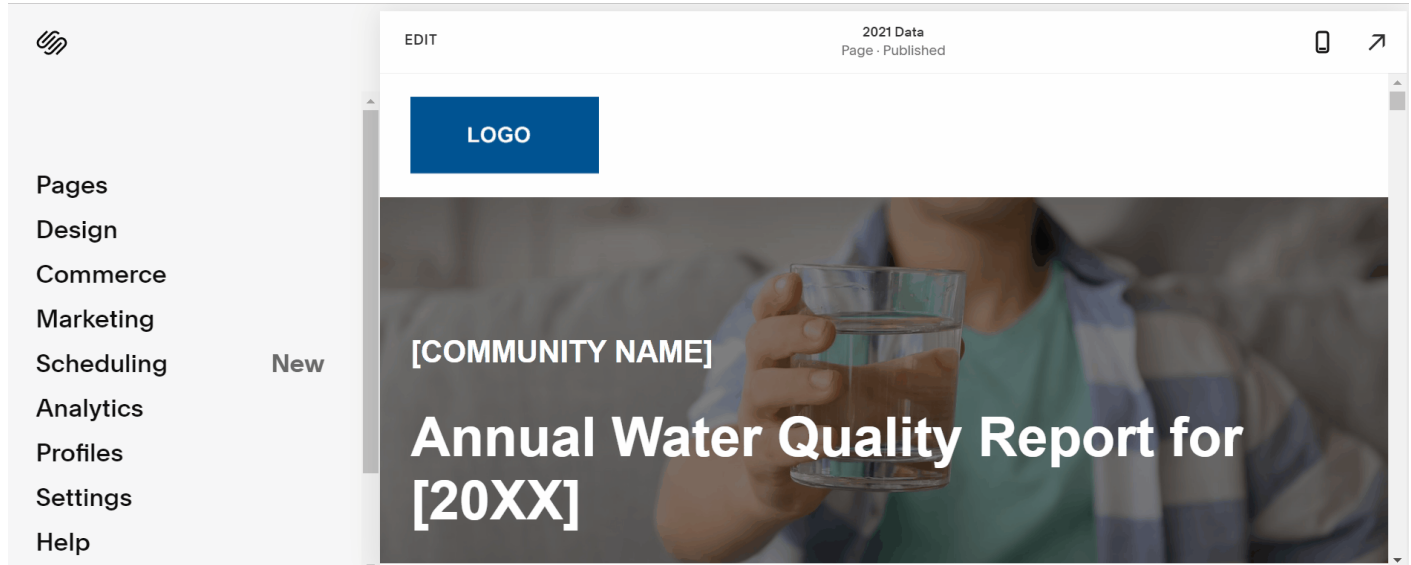
c. If you are fine with the colors of the template but would only like to change the blue, you can simply update the color in the **color swatch option at the top** (view tutorial on the next page)

How to Update Fonts using Color Swatch
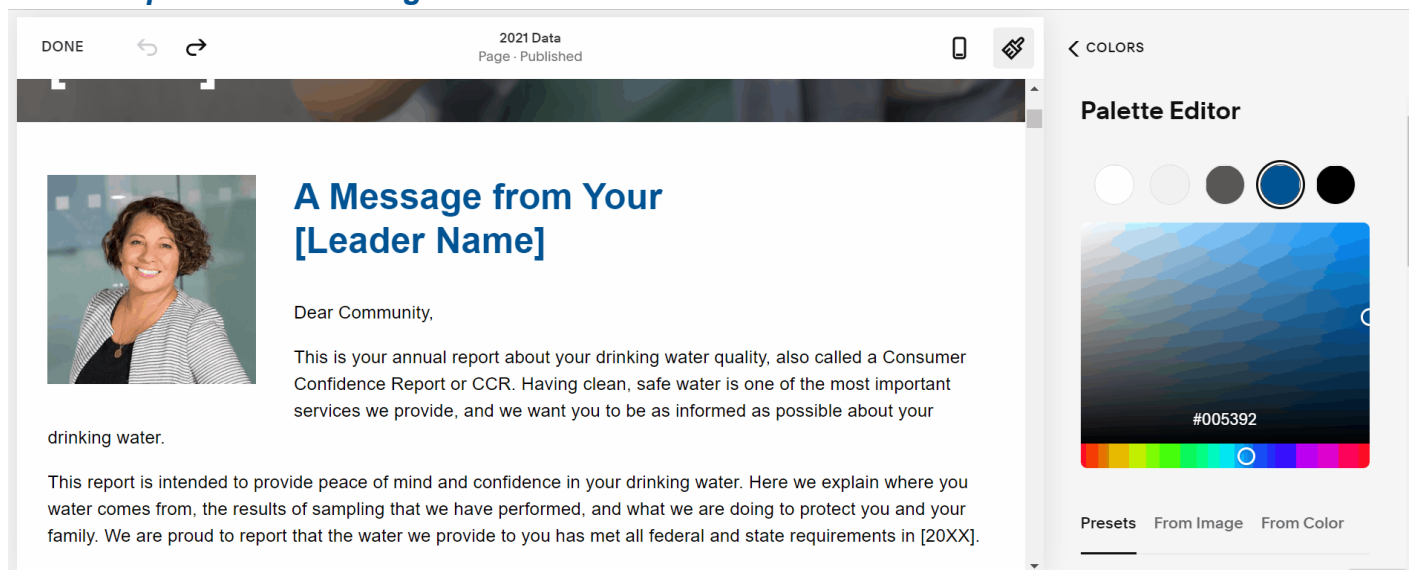
Once you update the colors, the themes will update. The themes serve as a tool if you want to change the **color backgrounds** for each section of the webpage.

1. When you hover over a section, and **editing panel** on the top right will appear, and you will select the **pencil icon**
2. Select the **Color tab,** and there will be different theme options, ranging from lightest to darkest

How to Update Themes

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A Message from Your [Leader Name]

Dear Community,

This is your annual report about your drinking water quality, also called a Consumer Confidence Report or CCR. Having clean, safe water is one of the most important services we provide, and we want you to be as informed as possible about your drinking water.

This report is intended to provide peace of mind and confidence in your drinking water. Here we explain where you water comes from, the results of sampling that we have performed, and what we are doing to protect you and your family. We are proud to report that the water we provide to you has met all federal and state requirements in [20XX].

If upon reading this report, you have any questions, or don't feel that peace of mind, please reach out. You may contact us at [phone] and [email].

Part 4: How to Update Content

General

1. It's up to you to make sure that the information in your CCR is correct and includes all the required language. There are comments throughout the **word report template indicating the elements and language that's required by regulators**; however, regulators in your state may have specific requirements, so make sure to check with your regulators to ensure compliance.
2. In the word report template, we provided an Appendix that includes additional required language if applicable.
3. Update all the **text that is in brackets** with your utility's information.
4. If applicable, double check that all the text included in the Word report version is included on the website as well.
5. All the photos that have been included in the template can be used in your CCR as they are free for commercial use; however, we recommend replacing the photos with ones that best represent your community. If you replace photos, make sure you comply with copyright laws.
6. For every photo used on your website, make sure to add a description in "**IMAGE ALT TEXT**," which is shown in the videos under the "Message from Your Leader" and "About Your Water" sections. This ensures your images are "readable" by those with sight impairments and adds to your website's compliance with ADA.
7. When you want to make any changes to the webpage, click **Edit on the top left** and editing mode will activate.
8. Please keep in mind that after you make any changes to the content on your site, you must select **Done** at the top left and **Save** to exit the editing mode for changes to be live.
9. To exit the webpage and return to the Account Dashboard, click the Squarespace icon on the top left.

How to Add Your Logo

1. Enter editing mode and at the top of the page select **Edit Site Header**
2. A panel will pop up to the right, and you will select **Site title & logo**
3. Under logo image select **Replace** and upload from your file
4. Logo will appear on the top left of the page
5. Above the logo image upload, you can rename the site title. If you do not want to include a logo the site title will appear instead.

How to Add Your Logo
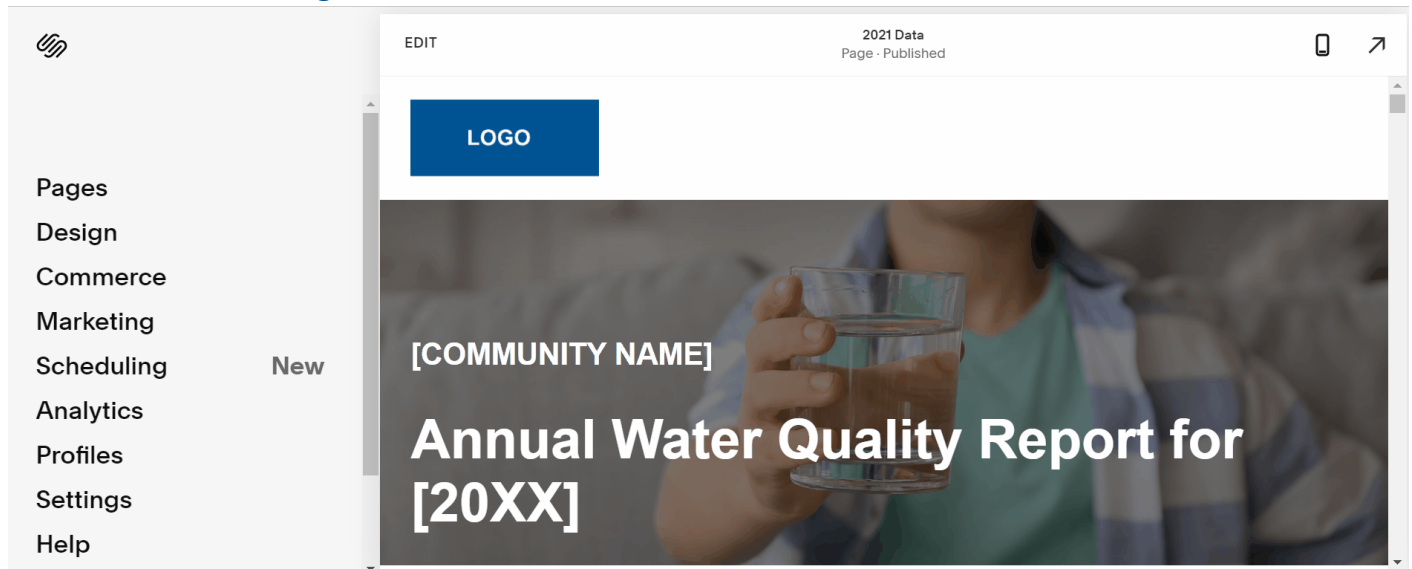
How to Update Header Text and Image

1. **Want to update the text?** Click the text box and update the text
2. **Want to update the image?** When you hover over the image an editing panel will pop up on the top right
   a. Select the **pencil icon**
   b. Select **Background** and under image select replace
      i. You can upload from your file or chose from free stock images

How to Update Header Section Text and Image
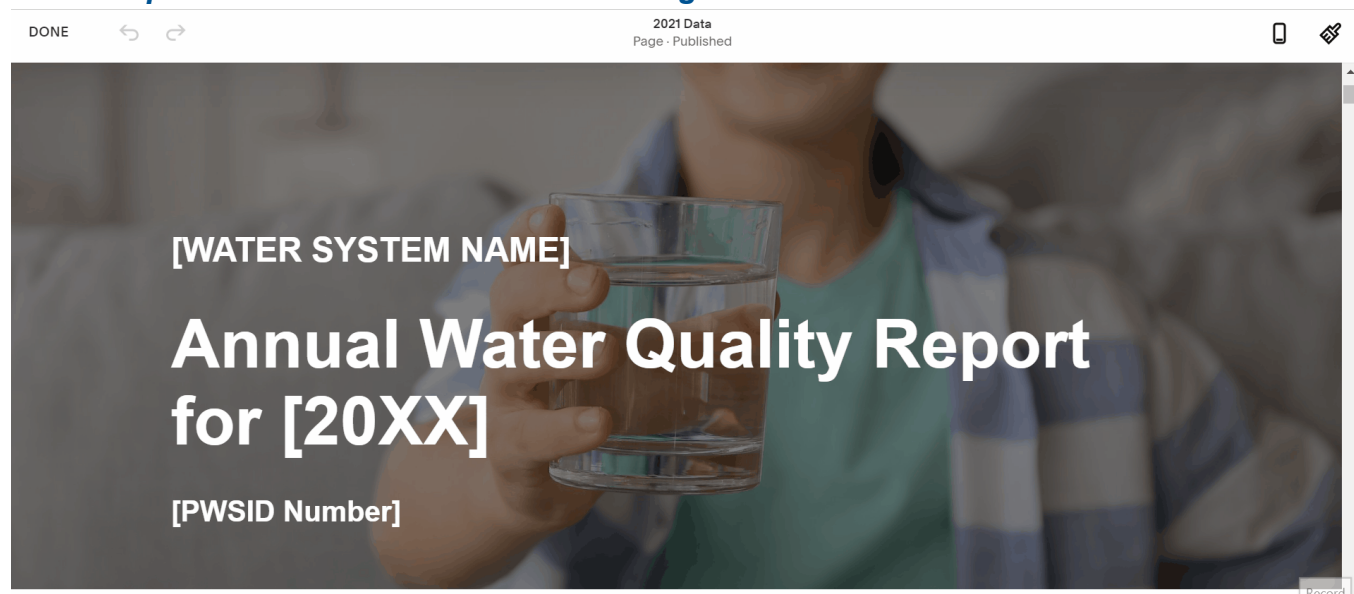
Message from Your Leader

1. **Want to update the text?** Select into the text box and update all text in brackets to your utility's information
2. **Want to update the image?** Select the image and select the **pencil icon**
   a. Select replace and upload from your file
   b. Add a description under **Image Alt Text**
   c. If you would like to delete the image, select the image and select the trash can icon

How to Update Message from Your Leader Text and Image

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A Message from Your [Leader Name]

Dear Community,

This is your annual report about your drinking water quality, also called a Consumer Confidence Report or CCR. Having clean, safe water is one of the most important services we provide, and we want you to be as informed as possible about your drinking water.

This report is intended to provide peace of mind and confidence in your drinking water. Here we explain where you water comes from, the results of sampling that we have performed, and what we are doing to protect you and your family. We are proud to report that the water we provide to you has met all federal and state requirements in [20XX].

If upon reading this report, you have any questions, or don't feel that peace of mind, please reach out. You may contact us at [phone] and [email].

Sincerely,
[LEADER NAME]
[Mailing address]

3. **Want to remove this section?** Hover over the section and select the **trash icon** on the top left

How to Remove Message from Your Leader

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A Message from Your General Manager

Dear Community,

This is your annual report about your drinking water quality, also called a Consumer Confidence Report or CCR. Having clean, safe water is one of the most important services we provide, and we want you to be as informed as possible about your drinking water.

This report is intended to provide peace of mind and confidence in your drinking water. Here we explain where you water comes from, the results of sampling that we have performed, and what we are doing to protect you and your family. We are proud to report that the water we provide to you has met all federal and state requirements in 2021.

If upon reading this report, you have any questions, or don't feel that peace of mind, please reach out. You may contact us at [phone] and [email].

Sincerely,

Download a Print-friendly Version of this Report

We recommend you set up a webpage at your agency's website that's dedicated to water quality. It's here that you could include any more in-depth information you want about source water protection, the customer role, etc.

Insert a link to the current Squarespace site on this page to guide viewers to the most recent report. All archived CCRs should be listed below that as PDFs of the Word document, with filenames that identify them by year.

1. **Want to include a link to the print version?** Select the button and then a pencil icon will appear
   a. Copy in a link to where the print copy is stored, for example your website.

How to Add the Link
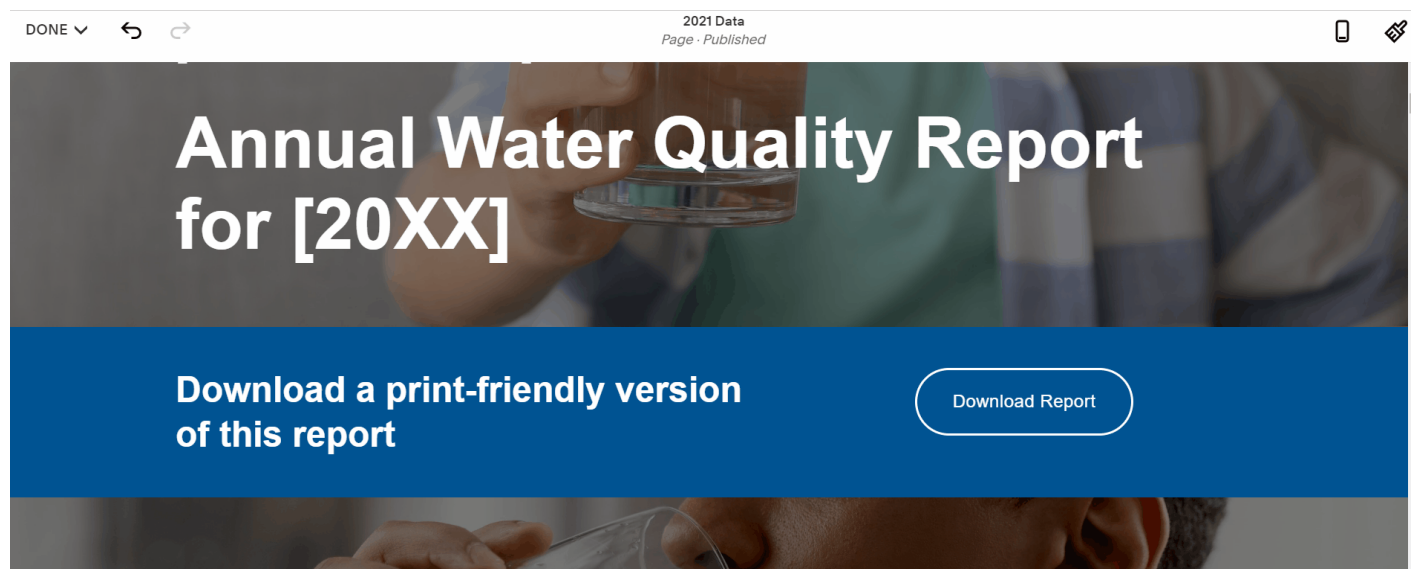
About Your Water

1. **Where Your Drinking Water Comes From** and **We Protect the Source** are required elements and content may be adjusted.
2. **What is in Your Drinking Water** includes required language and must be verbatim.
3. **Sampling and Testing**, **Bacteria**, **Disinfection By-products**, and **Lead and Copper** are required if applicable.
4. **Want to update the text?** Select into the text box and update all text in brackets to your utility's information
   a. To delete any text, highlight text and hit backspace or just hit backspace
5. **Want to update the images?** Select the image and select the **pencil icon**
   a. Select replace and upload from your file
   b. Add a description under Image Alt Text
   c. If you would like to delete the image, select the image, and select the trash can icon

How to Update About Your Water Text and Image

Your Water Meets All (Most) Standards

1. Adjust the Section header so that it says either, "**Your Water Meets All Standards**" or "**Your Water Meets Most Standards**"
2. If your water data meets **most standards**, include the paragraph listed under **[If "most" standards are met is applicable include the paragraph below]** and delete this sentence in the bracket. You can remove if this is not applicable.
3. **Update text in the brackets** in the table introductions
4. All of the tables are set up as **placeholders** and should be **replaced** with actual data of substances sampled for the year.
5. You can **input data into the table manually** or by **importing data from either Microsoft Excel or Google Sheets**.
6. If you are importing from Microsoft Excel, make sure the file you are uploading is **saved as a .csv file**.
7. An example template of how to set up a table format for upload is shown here: https://www.dropbox.com/s/45acva1wh6zmtej/Lead%20and%20Copper.csv?dl=0
8. **Update the Definitions**, if needed, below each table.

Importing a Table from Microsoft Excel

1. Select the table and a **pencil icon** will appear
2. Table menu will pop up and scroll down to **IMPORT *.CSV** and select the import button
3. Once you select the file the data table be inserted
4. Keep in mind that the data imported **will not auto-update**. If you update your data within Excel, you will need to import the table again

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years. Most recent tests were done in [year].

Item Detected	EPA's Action Level - for a representative sampling of customer homes	Ideal Goal (MCLG)	90% of customers' homes were less than	Violation	Source
Lead [from our *?]	XX	XX ppb	XX ppb	XX	Corrosion of household plumbing; Erosion of natural deposits
Lead [from our source]	XX	XX ppb	XX ppb	XX	Corrosion of household plumbing; Erosion of natural deposits
Copper [from our *?]	XX	XX ppm	XX ppm	XX	Corrosion of household plumbing; Erosion of natural deposits; Leaching from wood preservatives

Importing a Table from Google Sheets

1. First step is to generate a **link from your Google Sheets**
    a. In Google Sheets select **File** at the top
        i. Under file you will select **Share**, and then **publish to web**
        ii. A link will generate for web page, and then you will **copy the link**
2. Going back to the webpage, select the table and a **pencil icon** will appear
3. Table menu will pop up and scroll down to **Paste your public Google Spreadsheet URL or key** and paste in the link from google sheets
4. Once it's pasted in the data table will be inserted
5. Make sure you check **Sync Google Spreadsheet** if you make changes to the Google Sheet and would like it to auto-update within the table.

Creating a Table Manually

1. If you would like to add in more tables, whoever you would like to insert it hover over the section and a line with a plus sign will appear
2. Select it and a menu bar will pop up. Scroll down to where it shows the Table option
3. A generic table will populate. Select the table and select the pencil icon
4. Scroll down to the bottom where it says Table Data, and you can edit the information. You can also add rows and column by selecting the plus sign

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Lead and Copper

Tested throughout the [Insert System]. Testing is done every [number] years. Most recent tests were done in [year].

Item Detected	EPA's Action Level - for a representative sampling of customer homes	Ideal Goal (MCLG)	90% of customers' homes were less than	Violation	Source
Lead [from our *?]	XX	XX ppb	XX ppb	XX	Corrosion of household plumbing; Erosion of natural deposits
Lead [from					Corrosion of household

How to Edit the Colors of the Table
1. Select the table and a **pencil icon** will appear
2. You will see the option to change the background color, header background color, header text color, body color, and borders color
3. Select the color block on the right and a color swatch will pop up
4. If you need to upload a new file, the upload will not change any formatting edits you made

When you upload the tables, it will not carry over any color formatting that make within the excel or google sheets file. If you would like to edit the colors of the rows and columns background or fonts, you can do so by editing within the table dialog box.

DONE ⌄   ↩ ↪   2021 Data
                                   Page · Published   ▯   ◈

years. Most recent tests were done in [year].

Item Detected	EPA's Action Level - for a representative sampling of customer homes	Ideal Goal (MCLG)	90% of customers' homes were less than	Violation	Source
Lead [from our *?]	XX	XX ppb	XX ppb	XX	Corrosion of household plumbing; Erosion of natural deposits
Lead [from our source]	XX	XX ppb	XX ppb	XX	Corrosion of household plumbing; Erosion of natural deposits
Copper [from our *?]	XX	XX ppm	XX ppm	XX	Corrosion of household plumbing; Erosion of natural deposits; Leaching from wood preservatives

Stay Informed About Your Water
1. **Monthly Board Meetings** is a required element and content may be adjusted.
2. **Contact Information** is a required element and content may be adjusted.
3. **Want to update the text?** Select into the text box and update all text in brackets to your utility's information
    a. To delete any text box, select the box and select the **trash can icon**
4. **Want to update the images?** Select the image and select the **pencil icon**
    a. Select replace and upload from your file
    b. Add a description under Image Alt Text
    c. If you would like to delete the image, select the image, and select the trash can icon
5. Want to delete the line? Select the line and select the **trash can icon**.
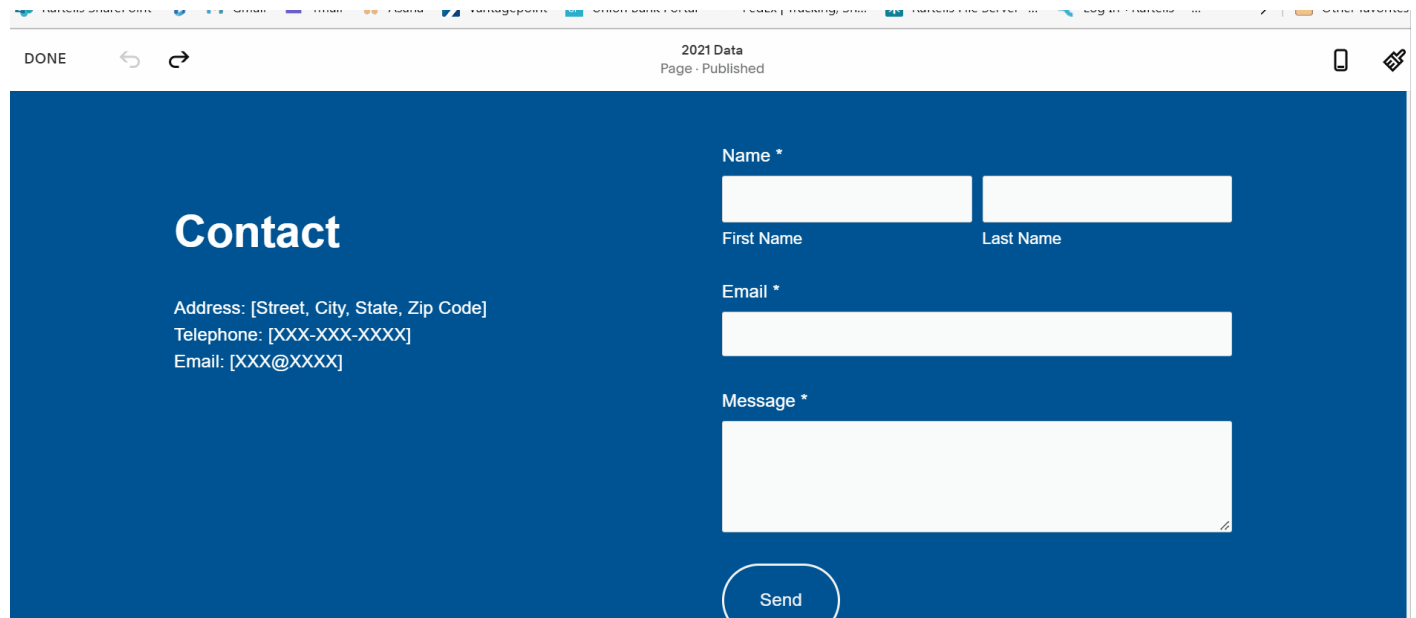
How to Update Stay informed About Your Water Text and Image

Your Role in Water Quality

1. Certain text associated with **Check Your Home or Business' Plumbing for Lead and Copper** includes required language and must be verbatim. Please view the Word report template for what is required
2. **Look Out for Special Populations** includes required language and must be verbatim.
3. **Definitions** is a required element. Include definitions for MCLG and MCL. Also include any other acronym and definitions that are included in your CCR.
4. **Want to update the text?** Select into the text box and update all text in brackets to your utility's information
   a. To delete any text box, select the box and select the **trash can icon**
5. **Want to update the images?** Select the image and select the **pencil icon**
   a. Select replace and upload from your file
   b. Add a description under Image Alt Text
   c. If you would like to delete the image, select the image, and select the trash can icon
6. Want to delete the line? Select the line and select the **trash can icon**.

For a tutorial on how to make these changes please view **How to Update Stay informed About Your Water Text and Image**.

Updating the Contact Section

You may want to include a way for your customers to get in touch with you. If so, use this contact form. It will allow you to designate an email address at your organization for these questions and comments to get to the right person.

1. Update the contact information to the left of the form by clicking into the text box
2. To update the contact form to include who the message will be sent to, select the Form and select the pencil icon
   a. Select the Storage tab, and under Email enter the email address
3. If you don't want to include this section, select the Contact section, and select the trash can icon to delete it.

How to the Contact Section
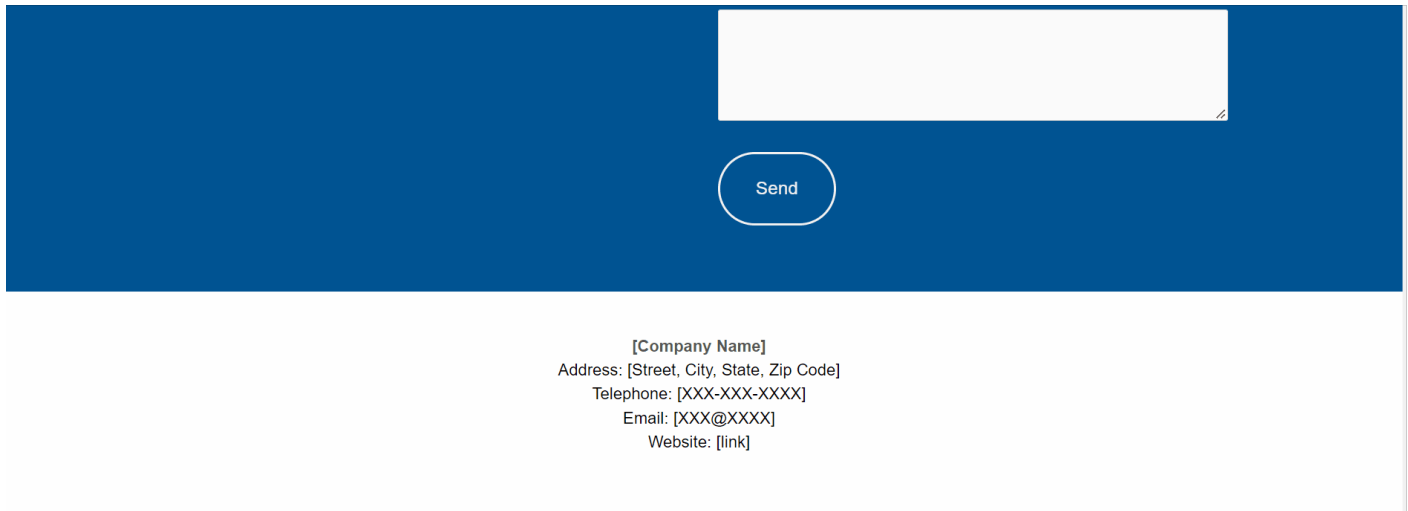
Footer Section

1. At the bottom select Edit Footer
2. Update Company Name to the utility's name
3. Add in contact information that are applicable, such as address, phone number, email, and website.

How to the Footer Section

[Company Name]
Address: [Street, City, State, Zip Code]
Telephone: [XXX-XXX-XXXX]
Email: [XXX@XXXX]
Website: [link]

Part 5: How to Share Your Website Privately or Publish for Public Viewing

## How to Share Your Website Privately

1. In the Squarespace menu on the left, select **Settings**, then select **Site Availability**
2. Select **Password Protected**, and enter the password
3. When you share the website link you will also provide the password
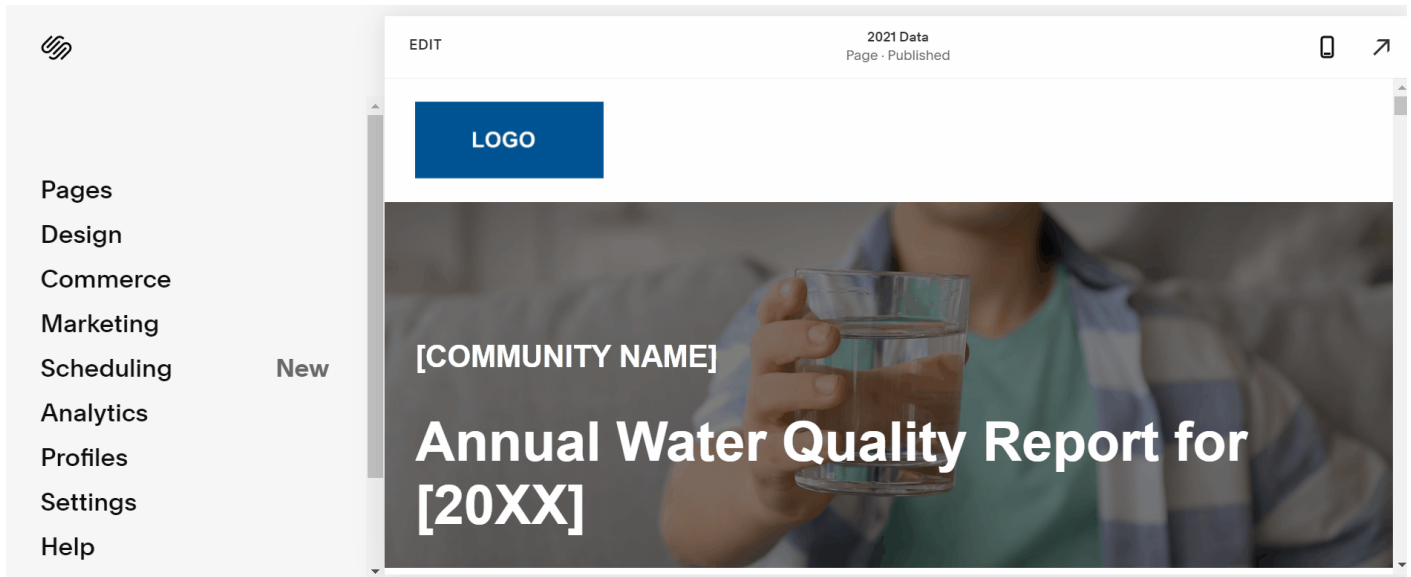
How to Publish Your Website

1. In the Squarespace menu on the left, select Settings, then select Site Availability
2. Select Upgrade to Publish
3. If you have not paid for an account yet, it will prompt you to pay for one

How to Update the Website Each Year with New Data and Archive Old Data
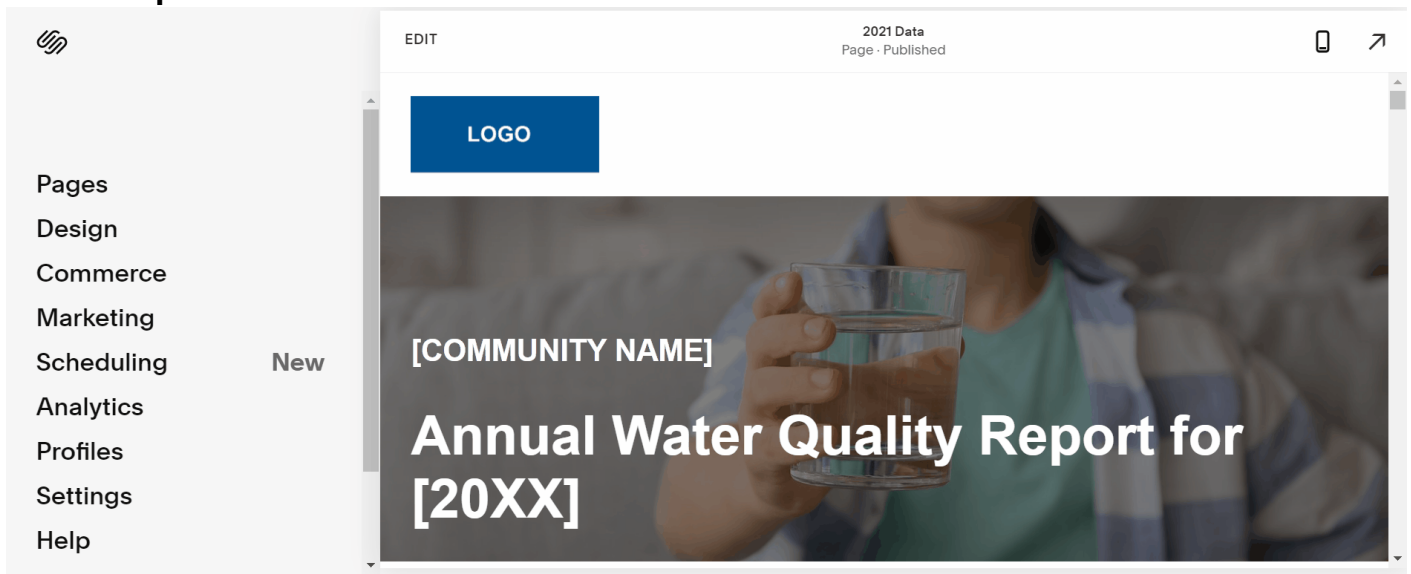
Want to update your webpage with the new data and archive your previous data privately?
1. In the Squarespace menu on the left, select **Pages**
2. Under **Not Linked**, you will see a page labeled 2021 Data. That is the page that you are **currently showing live**
3. To duplicate the page select the **gear icon on the left as you have the page selected**
4. A menu will pop up and you will select General. Scroll down and there will be a **Duplicate Page** button
5. To rename the duplicate page, go back to General, and rename Page Title and Navigation Title. The duplicate page can be served as new data or previous data
6. Keep in mind that whatever page is selected will be shown live. Other pages not shown will be hidden