

electronic Annual Report (eAR) Input Forum #1

September 11, 2024
Zoom Meeting



Meet the eAR Customer Service Team



Wendy Killou



Gabriela Gutierrez



Jonathan Schwede

Ways to Participate

1. Q&A: Submit a question using the Q&A feature at the bottom of your Zoom Screen. You can UPVOTE any question you would like answered.

2. Raise Hand: Attendees will be given the opportunity to provide verbal comment or ask questions, if you're interested in this option, please raise your virtual hand when the time is right.

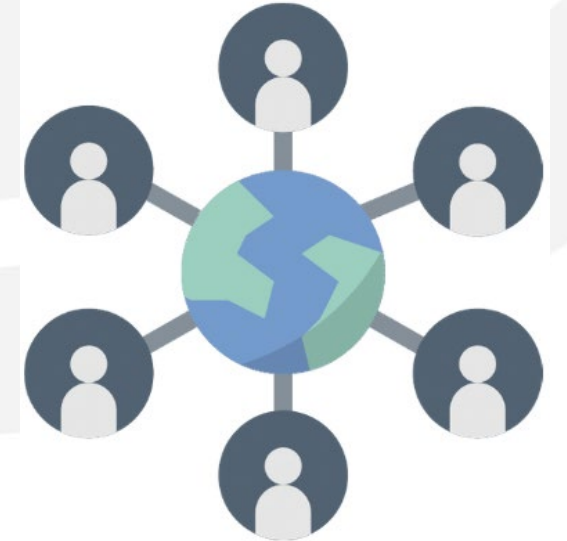
- Please wait for your name to be called.
- Comments and Questions are limited 3 minutes each participant.

Agenda

- Reporting Summary
- Reporting Challenges
- Expected Changes for RY 2024
- Certification for Reduction of Annual Fees
- Customer Service Improvements for RY 2024
- Feedback
- Open Discussion

eAR Input Forum: Who

- Public water system (PWS) representatives (survey takers)
- Water utility associations and organizations
- Non-governmental organizations representing water systems and consumers
- Entities representing data users, including other state agencies



Data Collection Drivers



Legislation



State Counterparts



https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/ear.html

Poll #1



RY 2023 eAR Reporting Summary

Jonathan Schwede
Data Support Unit

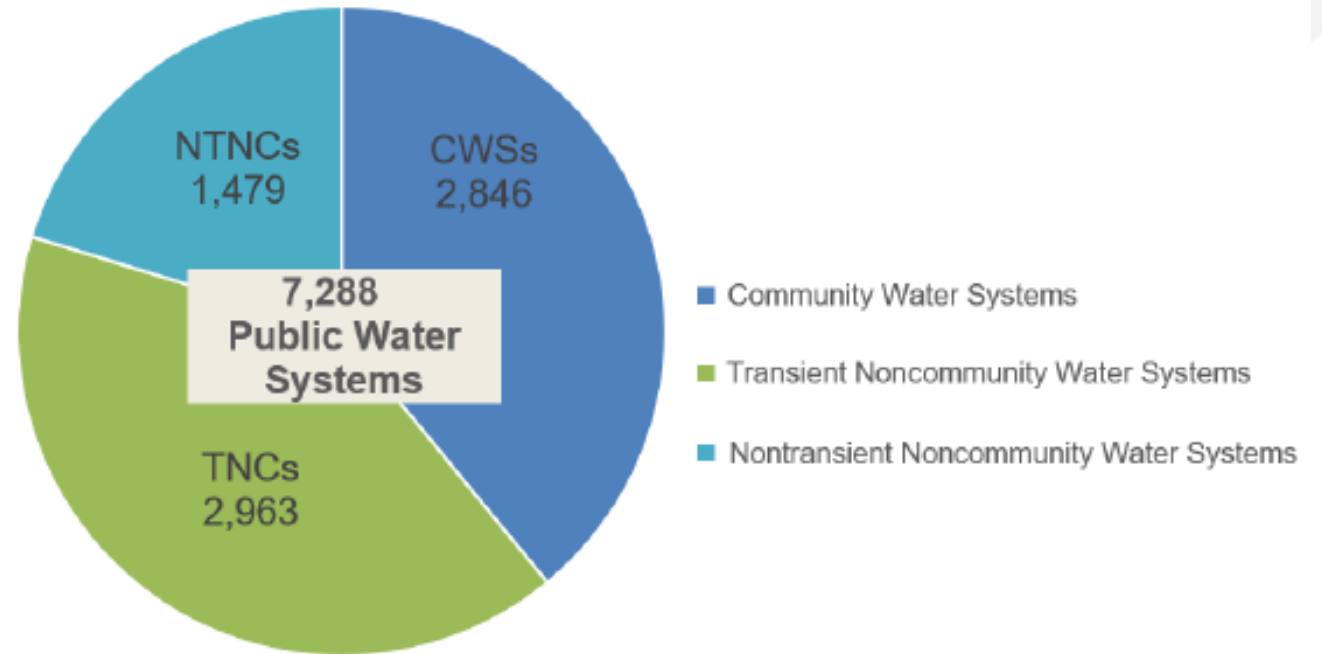


Water Systems Reporting in RY 2023

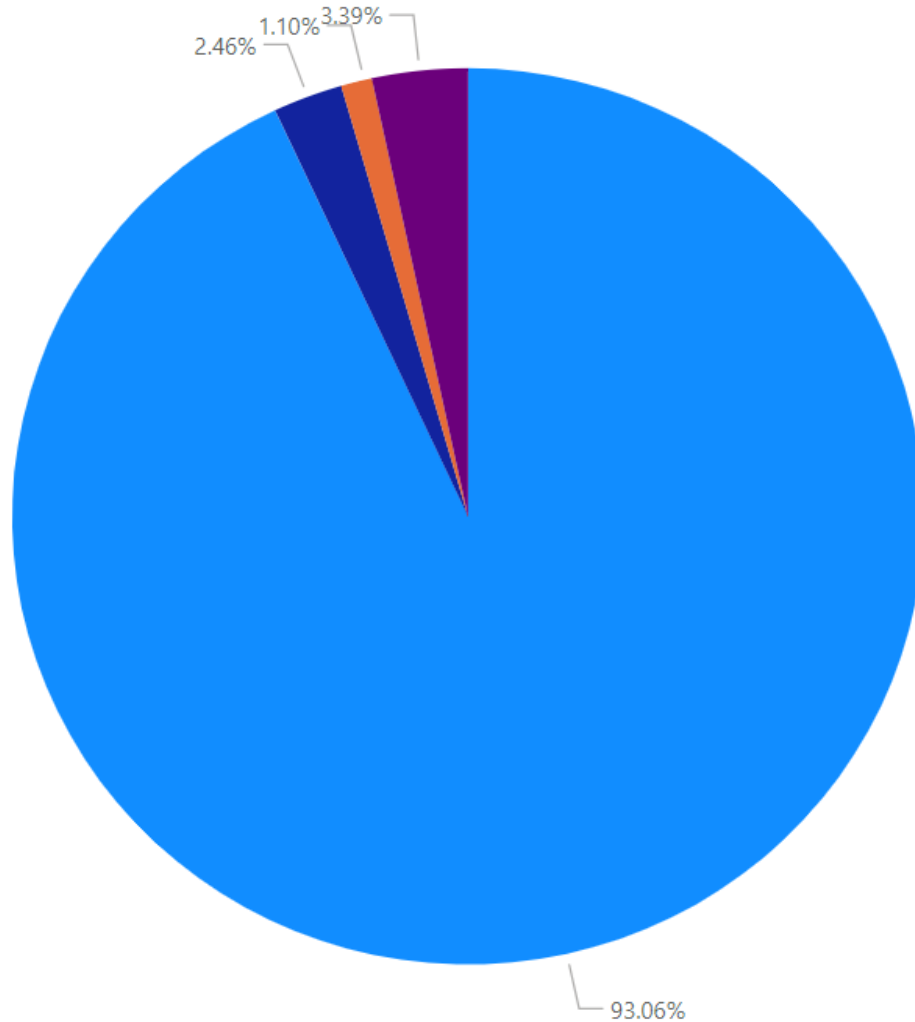
2023 eAR Schedule

- 2023 eAR Release Date: February 1, 2024
- 2023 eAR Submission Deadline: April 1, 2024

Breakdown of Public Water Systems



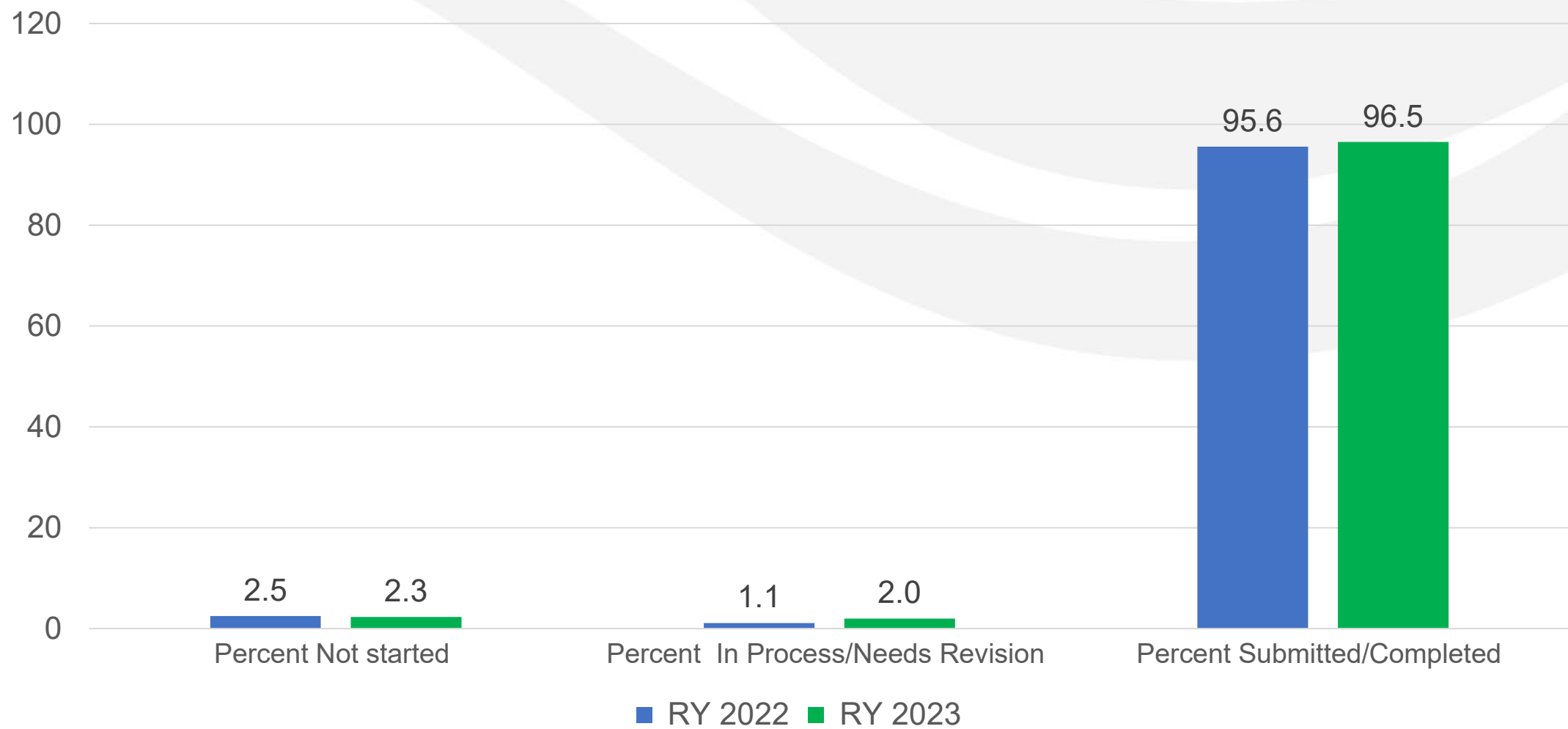
Percentage of RY 2023 eAR Surveys by Completion Status



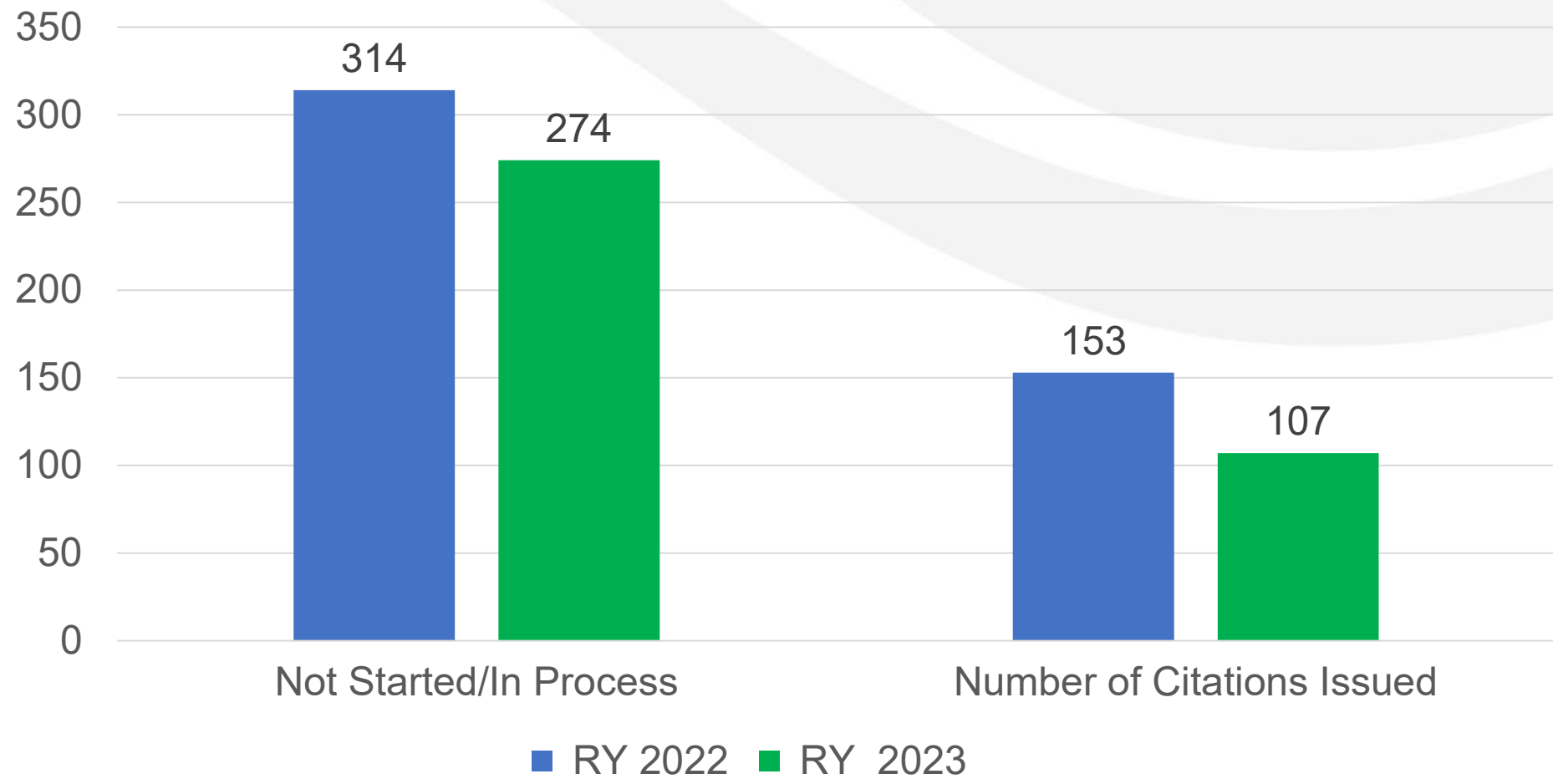
Completion Status

- Percent of Surveys Completed
- Percent of Surveys Not Started
- Percent of Surveys Started
- Percent of Surveys Submitted

eAR Reporting Status Statistics



Enforcement Issued to Water Systems



Time Spent Reporting

- Average time to complete & submit the eAR: 8 hours
- Water systems reported the data: 75%

Finalize [?](#)

Disclosure: Be advised that Sections 116725 and 116730 of the California Health and Safety Code states that any person who knowingly makes any false statement on any report or document submitted for the purposes of compliance may be liable for a civil penalty not to exceed five thousand dollars (\$5,000) for each separate violation for each day that the violation continues. In addition, the violators may be prosecuted in criminal court and upon conviction, be punished by a fine of not more than \$25,000 for each day of the violation, or be imprisoned in county jail not to exceed one year, or both the fine and imprisonment.

Please indicate the total number of hours spent to complete this report. This information will be utilized to characterize the level of effort required to complete this report

By checking this box you acknowledge that any information submitted in this report is publicly accessible and may be used by the State of California to determine compliance with applicable laws and regulations. Knowingly submitting false information in this report is a misdemeanor, and by submitting this information you certify that the contents are, to the best of your knowledge, complete and correct. *

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Poll #2



RY 2023 eAR Reporting Challenges

Gabriela Gutierrez
Data Support Unit



eAR Portal and User Navigation

General Description of Issues

Start button for report disappeared for users.

The loading time between sections was slow close to the deadline.

Consumer Confidence Report (CCR) – Uploading Issues

RY 2023 eAR Survey

Section Name	Common Problems Found
Sections 11 & 14	Reportable Grid Uploading Issues
Section 14 A & B	Users Not Able to Access the Table Functionality
Section 14 Treatment Plants	Groundwater Treatment Plants vs Surface Water Treatment Plants Issue

Expected Changes for RY 2024

Jonathan Schwede
Data Support Unit



R.Y. 2024 Enhancement Summary

Enhancement	Number
Add New Question	3
Text Revision/Addition/Deletion	15
Add/Update Hide/Show Logic	2
Help Tips (Revised/New/Deleted)	8
Add/Update/Delete Feature	18
Framework Changes	5

Example of Major Enhancements

CCR Document Upload Fix

Reportable Grid Download Feature Investigation in Section 11 and 14

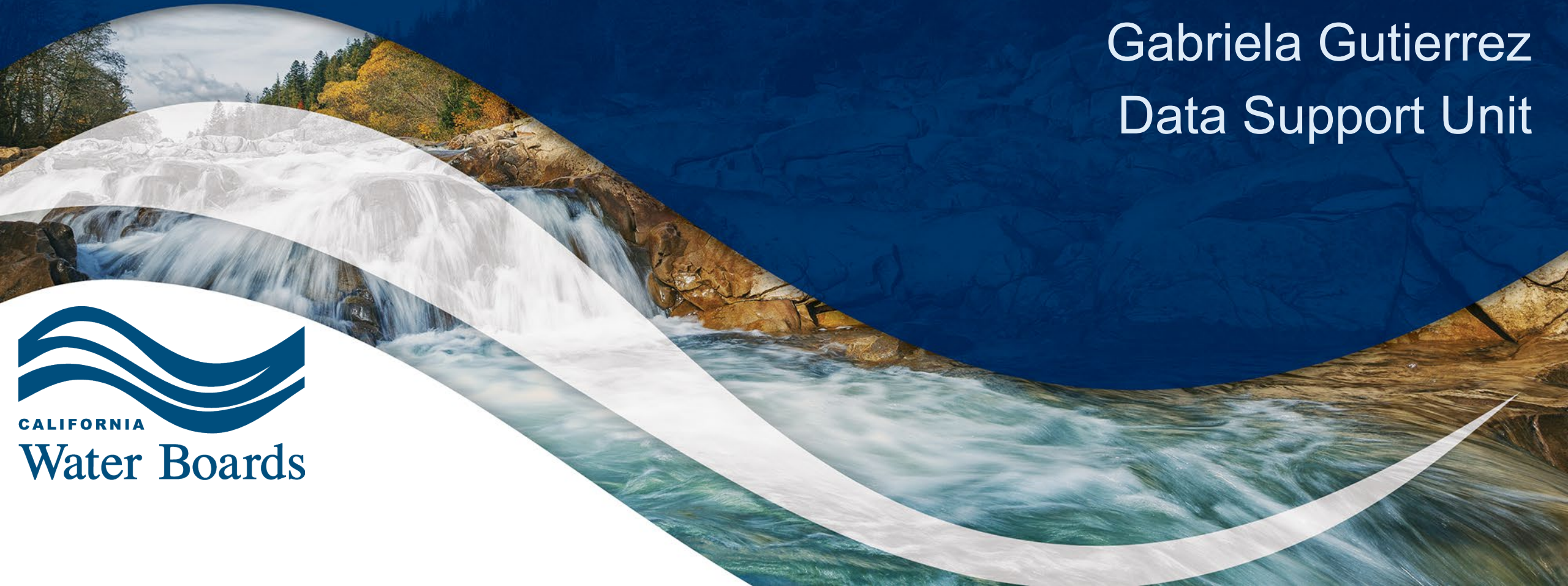
New Questions and Checkboxes added to Section 8C

Email sent to User Informing Them That Their Account Has Been Rejected

Improve Help Tips Language

Section 1B-Certification for Reduction of Annual Fees Changes

Gabriela Gutierrez
Data Support Unit



Proposal to Change DAC Fee Reduction Process

Current Process: Self Certification

- Application Submitted for DAC Fee Reduction
- MHI Source: ACS, Income Survey or Other
- Platform: eAR

Updated Process: State Water Board Determination

***These proposed changes will not affect the FY 2024-2025 billing year invoice.**

- MHI Source: Drinking Water Needs Assessment
- Platform: eAR
- Proposal begins with FY 2025-26 invoices (July 1, 2025-June 30, 2026)

If approved by the Board, then DAC certification process will be revised.

Staying Up to Date with Proposed Fee Regulation Changes/Updates

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Electronic Annual Report

The electronic Annual Report (eAR) is a survey of public water systems, currently required annually, to collect critical water system information intended to assess the status of compliance with specific regulatory requirements such as source water capacity, provides updated contact and inventory information (such as population and number of service connections), and provides information that is used to assess the financial capacity of water systems, among other information reported. The areas for which information is required to be reported is listed in the Log-in & Reporting Information section.

The State Water Board has issued an eAR Technical Reporting Order (March 2023) to all public water systems required to submit an eAR.

[Learn More](#)

- Log-In & Reporting Information
- Background & Frequently Asked Questions
- eAR Technical Assistance Resources


eAR Email Distribution List

- Subscribe to our email lists to receive eAR related email notifications. See the "Drinking Water" section.

Important Dates & Events

- eAR Release Date:** March 13, 2023 (applies to all Public Water Systems)
- eAR Reporting Deadline:** May 13, 2023
- Reporter Training Brown Bag #1:** Overview & Sections 1-4
March 22, 2023 - Watch Recording
- Reporter Training Brown Bag #2:** Sections 5,6,7 & Drought Requirements
April 5, 2023 - Watch Recording
- Reporter Training Brown Bag #3:** Section 8
April 19, 2023 - Watch Recording
- Reporter Training Brown Bag #4:** Sections 9-18 & Submission
May 3, 2023 - Watch Recording

Staying Up to Date with Proposed Fee Regulation Changes/Updates



CALIFORNIA WATER BOARDS

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Drinking Water

- California Laboratory Intake Portal (CLIP)
- Drinking Water Onsite Non-potable Reuse
- Drinking Water Program Announcements
- Drinking Water Program Fees
- Drinking Water Recycled Water Unit
- Drinking Water Systems Discharges (Water Quality)
- Drought and Conservation Reporting Information
- Electronic Annual Report General
- Electronic Annual Report Input Forum
- Recycled Surface Water Augmentation & Direct Potable Reuse
- SAFER Drinking Water
- Water Security, Preparedness, Emergency Response, and Resiliency
- Water Loss Control

Customer Service Improvements for RY 2024

Wendy Killou
Data Support Unit



eAR Customer Service Team

What Did We Provide This Year?

- Brown Bags sessions to reporters
- Office Hours to reviewers
- Continued to respond to emails
- Worked with DIT to fix two big bugs the week the eAR was due

Next Reporting Year

- Video shorts for reporters
 - Provides a step-by-step instructions for a section/function of the eAR
 - Video short format will allow reporters to find what they need more quickly
 - Customer service will be able to respond to reporter in a timely manner, providing links to question/issue or a more directed response

Poll #3



Input Forum Feedback

Wendy Killou
Data Support Unit



What's Next?

1. Provide comments to the Microsoft Forms Survey
Comments Due by September 27, 2024
2. DDW will summarize comments and will share at the next eAR Input Forum meeting on October 9, 2024
3. If you have issues or did not receive the Survey email:

DDW-EAR@waterboards.ca.gov

Subscription Service

The screenshot displays the California Water Boards website interface. At the top, there is a navigation bar with the CA.GOV logo, social media icons, and links for About Us, Contact Us, Subscribe, and Settings. Below this is a secondary navigation bar with icons for Board, Programs, Drinking Water, Water Quality, Water Rights, Notices, Water Boards, and Search. The main content area features a breadcrumb trail: Home | Drinking Water | Certlic | Drinking Water | Electronic Annual Report (eAR). The primary heading is "Electronic Annual Report". A red box highlights the "eAR Email Distribution List" section, which includes a red arrow pointing to the text: "Subscribe to our email lists to receive eAR related email notifications. See the 'Drinking Water' section." Below this, there is a section titled "Important Dates & Events" with a list of key dates and training sessions. At the bottom left, a "Learn More" section provides links to "Log-In & Reporting Information", "Background & Frequently Asked Questions", and "eAR Technical Assistance Resources".

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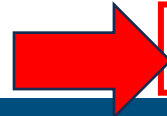
Submit

Cancel

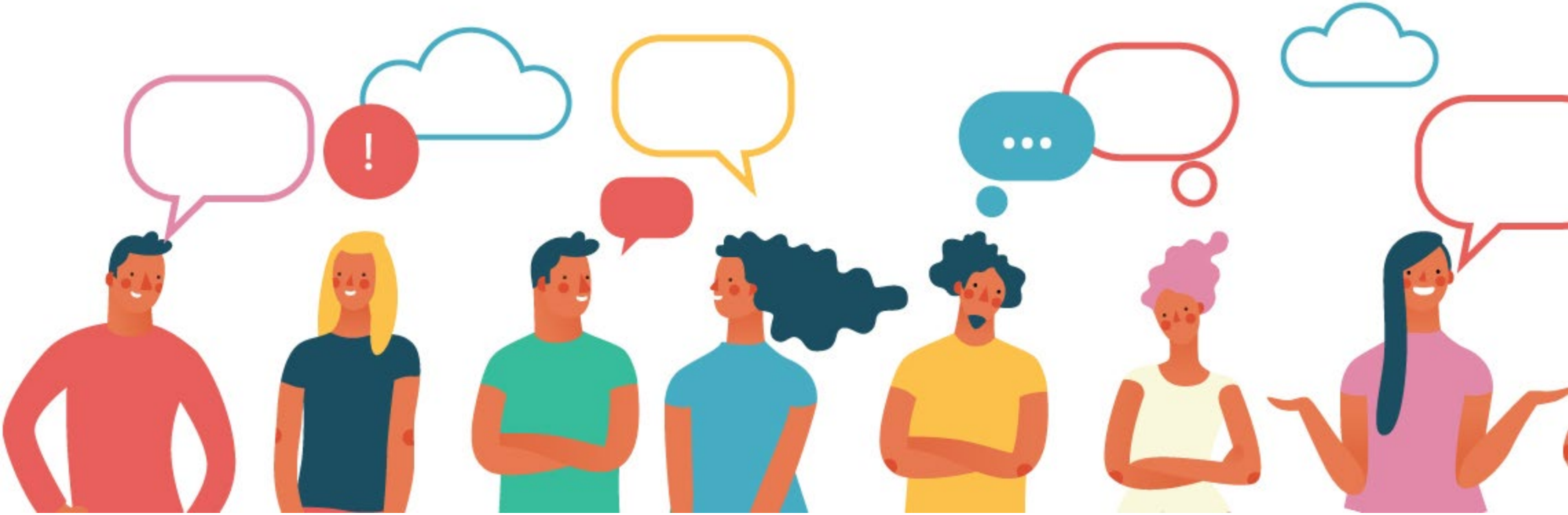
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Subscription Topics

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- Administrative Hearings Office
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 - California Laboratory Intake Portal (CLIP)
 - Drinking Water Onsite Non-potable Reuse
 - Drinking Water Program Announcements
 - Drinking Water Program Fees
 - Drinking Water Recycled Water Unit
 - Drinking Water Systems Discharges (Water Quality)
 - Electronic Annual Report General
 - Electronic Annual Report Input Forum



Open Discussion



REMINDER: Input Forum #2 - October 9, 2024 @ 2:00pm

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