

# Electronic Annual Report (eAR) Frequently Asked Questions (FAQ) by Water Systems

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# General Information

## Who needs to fill out an eAR?

ANSWER: All public water systems are required to submit an electronic Annual Report. Refer to the [Technical Reporting Order \(TRO\)](#) for further information.

## When is this year's report due?

ANSWER: The eAR is due sixty (60) days following the release of the new report each year to water system staff by eAR Reporters. Notifications are emailed to water system Administrative Contact and Water Quality Contacts in SDWIS, and all individuals registered to the [electronic Annual Report General email subscription list](#). In addition to these methods, Division of Drinking Water (DDW) provides public posting of report deadline on its [eAR website](#).

## What user guidance is available as an eAR reporter?

ANSWER:

There are many guidance resources located on the [eAR website](#) including, but not limited to:

- The [User Guidance Document](#)
- [eAR Help Tips](#)
- [Frequently Asked Questions \(FAQs\)](#)

# Navigation and Access

## Can multiple users register for a water system and work to complete the eAR?

ANSWER: A water system can have multiple registered users, and they can input information into the eAR at the same time, provided they are not working on the same section of the eAR. The eAR sections are separated by tabs at the top of the page, and changes are saved section by section, as the user navigates through the report. If working in separate sections, multiple people can input information at the same time, and each person's edits will be saved. Please be aware that no further changes may be

made to an eAR once the submit button has been pressed (unless the eAR is returned to the water system for revision).

## **What contact information should be reported?**

ANSWER: PWS reporters should report current contact information at the time of reporting for the eAR.

## **Can I submit the report in hard copy?**

ANSWER: Per the [Technical Reporting Order](#) (issued annually) the Division of Drinking Water requires all public water systems to complete and submit a technical report via the [eAR Portal](#) by the stated deadline.

## **Can I view last year's eAR?**

ANSWER: There are two ways you can view last year's report.

- Once you are registered and logged in, click on *Your Historical eAR Reports* to allow you to view previous years' reports. Click on *Summary* or *Details* on the page to view reports from previous years.
- While in process of completing the eAR, a hyperlink *To view last year's report, click here* is available at the top of each page of the eAR.

## **When I create a new eAR, some information has already been entered into the report. Where did this information come from?**

ANSWER: Question-answers in the eAR are pre-filled with information from the Safe Drinking Water Information System (SDWIS), or prior year's eAR. The section pages include a footer button to *Prefill this section* for use if the user accidentally selects to *Clear & Reset* the section. For questions about missing or incorrect prefilled data, please contact your local DDW or LPA regulating agency.

TIP: You can compare the current report with your responses in the previous year's report by clicking *To view last year's report, click here* link provided on top of each page of the report.

## **Can I clear and reset the eAR?**

ANSWER: Once the eAR has been started, but before it has been submitted, you may clear and reset the responses entered for the entire survey. From the eAR Reporter

home page, under the *MY eAR Reports* identify your water system, and on the right of the row, select *Details*. Once the new webpage opens, select the option to *Clear and Reset Entire Survey* and follow the warning prompt.

## **How can I print the final report?**

ANSWER: Once the eAR has been submitted, it will be listed under the *MY eAR Reports* link along with all other eAR's that have been submitted by the user (or previous water system representatives). On the right side of this section is the *Summary* link for the reports. Click on the *Summary* link and scroll all the way to the bottom of the page and click *Show as PDF* to download the report and to print it.

## **How do I report problems with the eAR or make suggestions?**

ANSWER: Any problems identified in the functionality of the eAR Portal should be reported to the eAR customer service team at [DDW-EAR@waterboards.ca.gov](mailto:DDW-EAR@waterboards.ca.gov). Additionally, you can also click on the *Email for help on this page* link at the bottom of each eAR section. Suggestions are welcomed and should be provided via the PRIVATE COMMENTS field included on the INTRO tab of the eAR.

## **Revision and Completion Process**

### **How do I know if my eAR submission was accepted or rejected?**

ANSWER: You can check the status of your eAR by clicking the *MY eAR REPORTS* link at the Home Page and checking the status column. If the status is "Submitted", the eAR has not yet been reviewed by district/LPA staff. If the status is "Completed", the eAR has been reviewed by district/LPA staff and deemed complete. If the eAR is rejected and requires revision, an email will be sent to the PWS reporter(s) informing them of the status change. The status of the eAR in the PWS Submitted eAR List will change to "Needs Revision".

### **Can I change any information once the report is submitted?**

ANSWER: Once the eAR has been submitted, a reporter cannot modify or add to the information in the report. If you need to make changes or the report was not complete

when submitted, contact your local DDW or LPA regulating agency and request that they return the eAR for revision. Once you have revised the eAR it can be resubmitted.

## **My eAR was returned for revision. How can I ensure it is accepted when revised and resubmitted?**

ANSWER: When the eAR is returned for revision, the response steps generally include:

- Email to the reporter(s) informing them that an eAR needs to be revised. eAR Portal provides District/LPA staff with a comment field for the reviewer.
- The reviewer uses the comment field to provide instructions for what additional information or changes are needed to resubmit for completion. If additional information is needed, it is suggested that the eAR reporter contact their local district or LPA representative.

## **End Uses of Data**

### **Does the public have access to this information?**

ANSWER: Some information gathered and/or updated via the eAR is available to the public via the Public Drinking Water Watch page, located [HERE](#). All information submitted via the eAR is public information (except for confidential locational information and personally identifiable information) and can be accessed through a Public Records Act Request. Information provided on the registration page (name and title, email address, and work phone number) is disclosable report information that may be obtained through the Public Records Act.

### **How does DDW process the data?**

ANSWER: DDW and LPA representatives update the primary database, Safe Drinking Water Information System (SDWIS) including: contact information, changes in population and changes in service connections. Additional review items include changes to source status, water system relationships, and four-year average of water production for fee billing purposes. Any findings in the following sections may lead to additional correspondence and/or actions between the water system and representatives reviewing eAR. We actively look to improve our data handling process. A centralized location to share eAR data for public access is located [HERE](#) under the eAR Data section.

Following the website instructions, you can download and begin processing the following items:

- Machine Readable Datasets by Reporting Year
- Printable eAR Templates by Reporting Year (RY)
- eAR Data Dictionary for Datasets 2013-2019 RY
- Regulating Agency and Water System Inventory
- Import Error List