Electronic Annual Report (EAR)
User Guidance Document
For the 2021 Reporting Year (2021RY)

This document is designed with new users in mind. The user guidance document provides information and instruction on topics registered users may have questions about when navigating throughout the EAR Portal.

2. Register, Login, Reset password
3. (New) EAR Reporter Homepage
4. Manage My Water Systems
5. My Profile – Contact Information
6. Water System Staff Approval Process
7. EAR Reporting
8. My EAR Reports
9. Start and EAR, Save and Exit
10. Continuing/Submitting an EAR
11. Revision/Completion Review Process
12. EAR Details (e.g., Track Changes, Print to PDF, Clear & Reset Survey, Bulk Data)
13. Editing a Completed EAR
14. Multiple Users in a Single EAR
15. Historical EAR Reports
16. Document Uploads (e.g., CCR/Cert, WQENP, BSSP, DAC, LSLR, Residential Rates)
17. Customer Service

If you have questions about topics not covered in this document, please send an email to the EAR Portal Administrator at drinc@waterboards.ca.gov

NOTE: The EAR Portal may have slight differences in appearance and text from the images in this document. These differences should not affect the outlined procedures.
1. **Electronic Annual Report (EAR) Web Portal**
   The EAR is for the second year located at [https://ear.waterboards.ca.gov/](https://ear.waterboards.ca.gov/) which originally released March 2021 launching the public water system data collection for the 2020 calendar year or reporting year (2020RY).

   The Water Board’s EAR web application serves individuals registering to manage Public Drinking Water System for the state of California. Please visit our EAR Website with additional information. (copy and paste this web address into your web browser if the previous hyperlink does not work: [https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/ear.html](https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/ear.html))

   Note: Pending the merge of historical EAR records to the new platform, registered water system users may still access the old platform where appropriate.

2. **Register, Login, and Reset Password**
   Our introduction to the public includes instructions for use as a Reporter for public drinking water systems including (A) registering as a new user, (B) logging into your account, or (C) resetting your password.
(A) Registering as a New User

(B) Logging into your account

(C) Resetting your password

C1. Once email is entered, the webpage will display Forgot Password Confirmation screen.
C2. An email will be sent you from DRINC@Waterboards.ca.gov entitled User Password Reset.
3. **(New) EAR Reporter Homepage**

Our home page for water system EAR reporters has been completed overhauled. New items include: (A) Resources links for how to use the EAR web portal are now displayed for users; Tabs have been added including (B) EAR Reporting, (C) Document Upload, and (D) Arrearages Reporting.

(A) Resources links outlined by the Bullets displayed

i. User Guidance Document: Examples for how to navigate between portal webpages (This document)

ii. Water System Frequently Asked Questions

iii. EAR Assistance Water Boards webpage with details how to contact your water system’s regulating agency or access additional detail shared from DDW and the EAR stakeholders.

iv. Visit public Drinking Water Watch to view details on water systems from DDW’s SDWIS database.

v. Technical Assistance assistance instructions to apply and get in touch with a Water Boards team member

vi. Arrearages was introduced in the middle of 2021, and this link takes you to the Water Board’s website describing the program.

(B) EAR Reporting

i. New Users see “Manage my Water Systems” if no existing water system affiliations.

ii. Existing Users will see options to view water system statuses of EAR reports, outlined in Step 7.

(C) Document Upload

i. All documents available for upload to the EAR Portal are managed in this tab. Step 14 of this document goes into additional detail for the upload options and features.

(D) Arrearages Reporting (Not discussed in this document)
4. **Manage my Water Systems**

For new users, selecting “Manage My Water Systems List" within your Homepage tab EAR Reporting, you will be taken to this display to find the water system you would like to manage and submit a request to the regulating agency for review.

Identify your water systems using (A) the Search tool entering the 7 digits of your water system you’d like to add, or (B) list the water systems by District or County using the dropdown and sort by PWSID or PWS Name options. Using Option (A), a water system name and number will display alongside the Search Bar, and you will select “add this one” to the right at the top. Using Option (B), you will highlight the water system in table 1 once identified, and select “add” in between the two tables.

Once the water system is listed in the right table “Your Water Systems” select “Save your Changes” at the bottom to be returned to your My Profile view. This action triggers the notification to Reviewer (District or County) to review the request to manage the water system and determine whether or not to approve you in the EAR Portal.
5. **My Profile – Contact Information**

For users viewing My Profile after saving the changes to manage my water system, you may return to your homepage by selecting “Home” in the EAR Portal header. If you’d like to make changes at any time, you may use the “My Profile” option in the EAR Portal header to view your contact information stored. These details are used to prefill the EAR section 1 for fields “EAR Started By” and finalize section fields “EAR Submitted By” when the respective EAR Actions are taken for a water system.

Be sure to “Save Changes” to record any updates to your contact information. Once saved, a message will display at the top saying “Your information has been changed”, and you may return to your homepage.
6. **Water System Staff Approval Process**

Our request to manage your water system is sent, the Reviewing regulating agency receives an email informing of the request to manage. Once the Reviewer has approved your request, an email will be sent to the user to inform you of the new access to manage the select water system.

![Request to manage RUSSIAN RIVER WINERY](image1)

A request to manage CA4901115-RUSSIAN RIVER WINERY has been received. Please login to approve or reject the user request.

https://ear.waterboards.ca.gov/

![Approval to manage KIRKWOOD MEADOWS PUBLIC UTILITY DISTRICT](image2)

You have been approved to manage CA02100002-KIRKWOOD MEADOWS PUBLIC UTILITY DISTRICT

Please log into your user account to begin survey reporting and / or upload documents to Division of Drinking Water.

https://ear.waterboards.ca.gov/

- DISTRICT 09 - SACRAMENTO

7. **EAR Reporting**

The default tab displayed for users is “EAR Reporting”. When the user has at least one approved water system, the display is updated to offer the following options.

![EAR Reporting](image3)

8. **My EAR Reports**

The first available option “My EAR Reports” is for viewing all water system EAR Statuses for 2021RY. (A) Start an EAR, or for existing water system EARS, you may select (B) “View” an editable version of the EAR Survey for 2021RY, (C) “Summary” for a full survey display, or (D) “Details” for a new webpage, survey status change records.
9. **Start and EAR, Save and Exit**
   
   To start an EAR, highlight the water system identified to report and select “Begin EAR”.

   Once inside the EAR, you may use the footer buttons to navigate from section to section, or Save & Exit.

10. **Continuing/Submitting an EAR**
    
    To continue an existing EAR, you may (A) from Step 7, select the fourth option “You have ## EAR reports needing completion” (See image below) or (B) select “View” from My EAR Reports in Step 8.
Once you are ready to submit the EAR, Finalize section is prefilled with EAR Reporter information from your “My Profile” contact details. Prior to submitting any EARs for the 2021RY, make sure to update your contact information.

Note: From this Finalize Section, you must select “Submit” to populate the EAR Reporter details in the blank fields.

11. Revision/Completion Review Process

Once submit, you may view your water system status from EAR Reporting tab, (A) select “You have ## EAR’s awaiting approval” to see the status changed to “submitted” or (B) select “My EAR Reports”.

When the Reviewer has completed the review, your EAR will change status to either Needs Revision or Completed. If Needs Revision, your EAR will be returned to “You have ## EARs in process” list and a notification email will be issued to all affiliated water system users. If accepted as complete, you may view the EAR in your “My EAR Reports” list and an EAR Approval notification email will be sent to all affiliated water systems users.
New: Automated Emails are sent to all affiliated water system users when EAR Status changes.
Note: To view the details of the EAR Status including revision comments, please use the link “Details” as outlined in the next step.

12. **EAR Details (Tracking Changes, Print to PDF, Clear & Reset Survey, Bulk Data)**

The water system EAR “Details” link offers four options for users including (A) tracking changes to EAR status displaying revision comments, (B) print to PDF, a download option, (C) Clear and Reset an EAR Survey, and (D) Bulk Data management of four different reportable grid tables in the EAR 2021RY.

(A) Tracking the Changes for EAR status changes and the handling of the survey throughout the year has been improved. Revision comments are stored here for users to make the changes as necessary until an EAR is marked as Complete. The option to return to the editable EAR 2021RY by selecting “View” is also available.

(B) Use the “Print to PDF” selection to generate a download of the water system EAR 2021RY. Please note: Only the sections visited in the EAR will be rendered in the PDF. **ALL SECTIONS MUST BE VISITED to render a full EAR 2021RY PDF.**

(C) The option to “Clear and Reset the Entire Report” opens a new page to verify if the selection is correct. This will delete all entries replacing the survey for EAR 2021RY reset as a new blank template and latest prefill.

13. **Editing a Completed EAR**

You may return to a submitted or approved EAR and make changes. To save changes, you will need to resubmit the EAR through Finalize section. If already reviewed as complete, the EAR will need to be reviewed once more. Each submission date will be recorded and displayed in your Details view (Step 12). The EAR Submitted by fields are only stored the first EAR submission.
14. **Multiple Users in the same EAR**

The EAR Survey supports multiple users reporting to the same water system EAR. We recommend working in different sections, and using the Save & Exit option at the bottom of each section or group of sections once complete. Keep in mind that only one user is recorded as EAR Started by and EAR Submitted by, and these fields are considered public information.

15. **Historical EAR Reports**

In your EAR Reporting tab, select “Your Historical EAR Reports” to see all EAR Surveys from 2020RY and prior. Only 4 years of EARs are currently stored in the new EAR Portal. Older EARs (prior to 2017RY) are available on the [old EAR Portal](#), or by emailing a request to your Reviewing regulating agency.

Navigate to the tab titled Document Upload to view all records for your affiliated water systems.

The available document uploads include:

(A) **Consumer Confidence Report (CCR) and Certification** – Displayed in Section 9 Water Quality

(B) **Disadvantaged Community (DAC) certification forms** – Uploaded in Section 1 Introduction

(C) **Lead Service Line Reports (LSLR)** – No longer required reporting
(D) Water Quality Emergency Notification Program (WQENP) – Displayed in Section 9 Water Quality.

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Note: If existing WQENP uploads, please work with your regulating agency to overwrite the existing file.

(E) (NEW) Bacteriological Sample Site Program (BSSP) – Displayed in Section 9 Water Quality

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(F) Residential Rates – Uploaded in Section 8A Customer Charges

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Note: SurveyID 1049 = EAR 2020, and SurveyID 1055 = EAR 2021

For all document uploads, you may use the "Upload" option to add a new document or "View" to see what records are already uploaded.

17. Customer Service

Our customer service team is equipped to support the EAR Web Portal where the resource materials do not address the root issue. If Water System Reporters cannot resolve the problem working with the Regulating Agency field office staff responsible for reviewing the EAR, we will work to troubleshoot issues that arise.

For feedback on the EAR Web Portal or Resources made available, please contact us at DRINC@Waterboards.ca.gov.