

## **Procedure for Electronic Delivery of Consumer Confidence Report (CCR) by Community Water Systems (CWS)**

The CCR Rule provides that each CWS must “mail or otherwise directly deliver” one copy of the report to each bill paying customer, 40 CFR 141.155(a). Each CWS must also make a “good faith effort” to reach customers who do not receive water bills by using other means recommended by the primacy agency. As the rule provides in §141.155(b), a good faith effort to reach customers should include a mix of appropriate methods including posting on the Internet, mailing to postal patrons in metropolitan areas, advertising the availability of the report in news media, posting in public places, etc. Social media is an option for reaching *non bill paying customers only* but should include a statement that encourages readership and information on how to receive a paper copy of the CCR.

The Environmental Protection Agency (EPA) interprets the existing rule language “mail or otherwise directly deliver” to allow a variety of forms of delivery of the CCR, including electronic, so long as the CWS is providing the report directly to the customer.

The Office of Environmental Health Services (OEHS) will utilize updated CCR reporting forms, check lists and procedures to include the ability for water systems to utilize electronic delivery methods.

**Water systems wanting to utilize electronic CCR delivery methods must submit an E-CCR Permission Request Form to OEHS.** The form is an attachment to this procedure.

**Upon initiation of electronic delivery of CCR’s, CWS’s must receive from OEHS a written approval for electronic distribution of the CCR prior to public distribution of the CCR via electronic means.** The approval need only be sought the first year of utilizing the electronic methods of CCR delivery. In subsequent years, water systems may continue to utilize the OEHS approved methodology. If the CWS wants to deviate from the OEHS approved CCR delivery method, they must submit the E-CCR Permission Request Form to OEHS. Water systems that meet the following conditions will be considered for approval for electronic CCR delivery method if:

1. CWSs plan for public outreach to the system’s customers regarding the change in CCR distribution is appropriate.
2. All CWSs must plan for providing the CCR to their customers who do not have the ability to electronically access the CCR. A CWS should determine which customers wish to continue receiving a paper CCR. If the CWS becomes aware of any customer’s inability to receive a CCR by electronic means, it must provide the CCR by an alternative means allowed by the rule.

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3. **CWSs providing the CCR through a direct access URL website address** meets the URL requirements including: a) link provides direct access to the CCR, b) the address is short and easily typed, c) notification of the URL availability includes a statement explaining the nature of the link and encourages readership, d) the URL links work, e) CCR is in typeface (font) that is at least as large as the largest type (font) on the statement or other mailing notification, etc.
4. **CWSs providing the CCR via email** to its customers: a) have a plan to manage their email database, b) have a plan to provide the CCR via an alternative method if it is undeliverable electronically, c) the message that prefaces the CCR is appropriate and encourages readership, d) electronic delivery via email must be by a separate dedicated email to inform your customers of the availability of the CCR each reporting year.

### Additional requirements:

1. CWSs will use a revised CCR Certification form that has an additional check-off line to indicate *all CCR delivery methods utilized*: door to door, newspaper, electronically, via paper copy, or posted locally, etc.
2. OEHS will periodically check any URL direct access website links to verify that the links work and take the user directly to the CCR report without having to navigate to the report, and that the report remains available.
3. If the CCR posted at the URL is not accurate, correct, or meet the requirements, the Community Water System will be required to post a corrected CCR at the URL and send a corrected CCR to their customers who elected to receive a paper copy.