

Consumer Confidence Report Electronic Delivery Options

The Consumer Confidence Rule (CCR) requires water suppliers to mail or otherwise directly deliver the CCR to each bill-paying customer. In 2009, DEP updated the CCR templates to allow water suppliers to email CCRs to bill-paying customers who provided their email addresses. In January 2013, EPA issued new guidance about what electronic methods meet the definition of direct delivery. If a water system employs an electronic delivery method, the system must still provide a way for customers to request a paper CCR and receive it. If a water system is aware of a customer's inability to receive a CCR electronically, it must continue providing a paper CCR.

Here are the new methods that EPA and DEP will accept as a form of direct delivery and a description of each method.

Mail – notification that CCR is available on website: A water system mails to each bill-paying customer a notification that the CCR is available and provides a **DIRECT** URL to the CCR where it can be viewed. The mail method for the notification may be, but is not limited to, a water bill insert, statement on the water bill or community newsletter.

Email – direct URL to CCR: A water system emails a direct URL to the CCR on a publicly available site on the Internet.

Email – CCR sent as an attachment to the email: A water system emails the CCR as an electronic file email attachment (e.g., portable document format)

Email – CCR sent as an embedded image in an email: A water system emails the CCR text and tables inserted into the body of an email (not as an attachment.)

NOTE: Water systems are **NOT** allowed to use social media (e.g., Twitter or Facebook) directed to bill-paying customers since these are membership Internet outlets and would require a customer to join the website to read their CCR. Additionally, water systems cannot use automatic telephone dialers to distribute CCRs because the entire content of the CCR cannot be provided in the phone call.

In addition to electronic delivery, EPA and DEP accept mail or hand delivery of CCRs as forms of acceptable delivery.

To view EPA's CCR Delivery Options memo and guidance, click on this link:

<http://water.epa.gov/lawsregs/rulesregs/sdwa/ccr/upload/ccrdeliveryoptionsmemo.pdf>