



Electronic Delivery of Consumer Confidence Reports Quick Guide

Background

The Consumer Confidence Report (CCR) Rule requires community water systems to mail or otherwise “directly deliver” CCRs to each customer. Water systems may use electronic delivery, instead of mailing the CCRs, to meet the direct delivery requirement. Electronic delivery of CCRs is an efficient and cost-effective way of informing customers about their drinking water quality. The Department encourages water systems to use electronic delivery to reduce the costs and resources associated with mailing paper CCRs to every bill-paying customer.

If using an electronic delivery method, the water system must provide a paper copy of the CCR to customers who request it or who are unable to access the CCR electronically.

Electronic Delivery Methods

Water systems using electronic delivery for CCRs must use one of the methods specified below. Water systems should consider the needs of their customers when selecting a delivery method. A combination of delivery methods may be needed to reach all customers.

Option 1: Mail a notification to each customer that the CCR is available on a website via a direct link.

The mailed notification can be a postcard, a statement on the water bill or insert with the water bill, a community newsletter, etc.

The link must take the customer directly to the entire CCR on a public facing website. The link must not take customers to a webpage that requires further navigation to the CCR.

Considerations

- Does not require a valid email address for every customer.
- Water systems should already have a mailing address on file for bill-paying customers.
- Requires internet access, and customers must manually type in the URL.
- Customers on autopay may miss the information if included with a water bill.

Option 2: Email a notification to each customer that the CCR is available on a website via a direct link.

The link must take the customer directly to the entire CCR on a public facing website. The link must not take customers to a webpage that requires further navigation to the CCR.

Considerations

- Can be used to reach a wider audience, including non bill-paying customers, if email addresses are available.
- Additional information can easily be included in the email body.

- Requires accurate email addresses for customers.
- Emails may be routed to spam or bounce back.
- May require various delivery methods to reach people without valid email addresses.

Option 3: Email the CCR to each customer as an attachment or an embedded image.

The CCR may be sent as an email file attachment (e.g., a PDF document), or the CCR text, tables, and any images may be inserted into the body of an email.

Considerations

- Can be used to reach a wider audience, including non bill-paying customers, if email addresses are available.
- Does not require rerouting to a separate webpage.
- Requires accurate email addresses for customers.
- Emails may be routed to spam or bounce back.
- May require various delivery methods to reach people without valid email addresses.

Additional Requirements

When using an electronic delivery method for CCRs, the following conditions must also be met:

- All electronic delivery methods must clearly and prominently display the required information (e.g., link to the URL, notice explaining the attached materials, etc.).
- Water systems must have means to provide a printed copy of the CCR upon request.
- Water systems that do not have their own website can upload the CCR to a file sharing website, such as Google Drive, where the document is set to be publicly available for viewing.
- For water systems posting their CCR to a website, the CCR must be publicly available online at the time of notification and must remain available for at least three (3) years.
- Water systems must conduct at least one “good faith” effort, unrelated to posting to the internet, to reach customers who may not be reached by the selected electronic delivery method. For example, a system could continuously post the CCR in public places such as a library, post office, or the water system’s office.
- Posting the CCR to a social media website or application does not meet the direct electronic delivery requirements. Social media can be used as a secondary method to notify consumers of the CCR.
- Providing customers with only a QR code that links to the electronic CCR does not meet the direct electronic delivery requirements. Providing a QR code can be used as a secondary method to increase accessibility.

Examples

Example 1: Mailed notification of CCR availability

Your annual water quality report (CCR) is now available online!

Please visit www.yourwatersystem.com/currentCCR to view this year's CCR.

The CCR contains important information about the source and quality of your drinking water.

If you would like a mailed paper copy of the CCR, please call 303-692-3556.

For questions or more information about your drinking water visit us at www.yourwatersystem.com or call 303-692-3556.

Your Water System.
Street Address
City, ST ZIP Code
Phone: Enter phone Fax: Enter fax

WATER CHARGES

ACCOUNT NO. 1111
DATE: ENTER DATE

SERVICE ADDRESS:
Customer Name
Company Name
Street Address
City, ST ZIP Code

BILLING PERIOD:
Date to Date

NUMBER OF GALLONS USED:
5000

DESCRIPTION	AMOUNT
Previous balance	\$100.00
Payments	-\$100.00
Adjustments	\$0.00
Total current charges	\$95.00
TOTAL AMOUNT DUE	\$95.00

Make all checks payable to Your Water System.

Your annual water quality report (CCR) is now available online!
Please visit www.yourwatersystem.com/currentCCR to view this year's CCR to learn more about your drinking water. The CCR contains important information about the source and quality of your drinking water. If you would like a mailed paper copy of the CCR, please call 303-692-3556. For questions or more information about your drinking water visit us at www.yourwatersystem.com or call 303-692-3556.

Example 2: CCR attached to an email.

Dear Water Customer,

Your annual water quality report (CCR) is attached to this email. Please download and review the attached CCR to learn more about your drinking water.

The CCR contains important information about the source and quality of your drinking water. If you would like a mailed paper copy of the CCR, please call 303-692-3556. For questions or more information about your drinking water visit us at www.yourwatersystem.com or call 303-692-3556.

Regards,

Your Water System

One attachment • Scanned by Gmail



Example 3: CCR embedded in email body.

Dear Water Customer,

Your annual water quality report (CCR) is included below. Please review the information below to learn more about your drinking water.

The CCR contains important information about the source and quality of your drinking water. If you would like a mailed paper copy of the CCR, please call 303-692-3556. For questions or more information about your drinking water visit us at www.yourwatersystem.com or call 303-692-3556.

YOUR WATER SYSTEM 2025 Drinking Water Quality Report
Covering Data For Calendar Year 2024
Public Water System ID: C00XXXXXX

Esta es información importante. Si no la pueden leer, necesitan que alguien se la traduzca.

We are pleased to present to you this year's water quality report. Our constant goal is to provide you with a safe and dependable supply of drinking water. Please contact JOHN SMITH at 303-692-3556 with any questions or for public participation opportunities that may affect water quality.

General Information
All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (1-800-426-4791) or by visiting epa.gov/ground-water-and-drinking-water.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing