

# Consumer Confidence Report (CCR) Certification

See General Instructions on back

PWS Name: \_\_\_\_\_ PWSID# \_\_\_\_\_ Population Served \_\_\_\_\_

I, the undersigned, certify that our system's Consumer Confidence Report for calendar year \_\_\_\_\_ was prepared and distributed according to the requirements for our system in 40 CFR 141.153, 141.154, and 141.155 and appropriate notices of availability have been given. Also, I certify that the report contains information that is correct and consistent with the compliance monitoring data previously submitted to the Division of Water (DOW).

Date CCR distributed to customers \_\_\_\_\_ Date CCR sent DOW \_\_\_\_\_

1. CCR main/ primary distribution method used:  Mailed  Hand Delivery  Electronic Delivery\*  Newspaper\*\*

\*Electronic Delivery list URL: \_\_\_\_\_

\*Electronic Delivery CCR Final Packet sent to DOW shall include hard copies of: Copy of CCR from Website, Bill insert/bill with notification of e-delivery, email notification to e-pay/auto-pay e-delivery including subject line, the # of emails sent and the # bounce back emails with a statement that indicates hardcopies were mailed to the bounced back email customers along with a copy of the notification Good Faith Effort Distribution method for e-delivery must be a non-electronic method.

\*\*Name of newspaper & date printed with the newspaper clipping of CCR showing the date the report was printed is required.

To use newspaper as the major distribution method, your system must:

- a) Have a POPULATION 10,000 or less; b) Publish the report in a local newspaper by July 1; c) Notify your customers by July 1<sup>st</sup> that the report will not be mailed unless requested, and it is available upon request. d) Indicate how you notified customers (\*Required if published in paper): \_\_\_\_\_

If your system serves a population of less than 500, you only need to notify your customers by July 1 that the report is available upon request. Indicate how customers were notified & how the report was made available upon request: \_\_\_\_\_

2. "Good faith" efforts (GFEs) to reach the non-bill-paying customers (indicate methods used). GFE is required by all systems.

Date of GFE \_\_\_\_\_

- a) Posting the CCR on the Internet URL: \_\_\_\_\_ (N/A with E-delivery as main distribution method)
- b) Delivering multiple copies to non-bill-paying consumers at apartments, rest homes, hospitals, schools, factories, & etc. (list locations).
- c) Delivering to community organizations (attach list).
- d) Posting the CCR or an announcement of its availability in public places (attach list of locations).
- e) Publishing CCR or an announcement of its availability in local newspaper (attach copy).
- f) Advertising availability of the CCR in news media. (attach copy of announcement) (N/A with E-delivery as main distribution method)
- g) Mailing CCR to postal patrons within the service area (attach zip codes used).

Other (attach description of additional methods used or explanation or use back of sheet).

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Date: \_\_\_\_\_

(Mail to Address on Back)

## GENERAL INSTRUCTIONS

- A. Include a **separate** report & certification for **each** PWS ID# that your public water system (PWS) has. It may be the same report, you need to submit a copy for **each** PWS ID#.
- B. The certification(s) and CCR must be to the Division of Water at the address below **after** you distribute your CCR to your customers, but **by JULY 1<sup>st</sup>** of each year. Not postmarked by July 1<sup>st</sup>.
- C. System is eligible for different distribution requirements if your **POPULATION SERVED (NOT** the number of taps) is 500 or less, or 10,000 or less. If you are not sure of your system's **POPULATION SERVED**, contact the Compliance Technical Assistance Branch at 502.564.3410.
- D. For Item #1, system shall indicate **how** the CCR was distributed to customers: by mail, direct delivery, electronic delivery, hand delivery, publication in local newspaper, etc. To be eligible to publish in the local newspaper as the major distribution method, the system **must** have a population less than 10,000 and not use the CCR as a primary PN delivery method.
- E. System is encouraged to submit any documentation showing the date the CCR was distributed to customers, including post office receipt of mailing. If published in a local newspaper, you must include a newspaper clipping (or copy of newspaper clipping), showing the name of the paper and the date the CCR was published. If the date and name are not included, then a certification or affidavit from the newspaper office should be included.
- F. All systems **must** make a good-faith effort (GFE) to notify the non-bill-paying customers by using a **variety** of methods **applicable to the system** to reach a majority of those customers. If system published the report in the newspaper as the distribution method, **other** good-faith efforts **must also** be used. Non-bill-paying customers are people who use your water, but who do not receive a bill. Examples are people in apartments or trailers where the owner/manager pays the water bill; workers in a factory who come from outside the county or water district; teachers & students at a school who live outside the district; etc. If systems have factories, apartments, mobile homes, schools, etc., in their service area, systems should at least try to notify those consumers.
- G. Certification is to be signed by the person responsible for the overall operation or management of the system.
- H. Mail CCR & certification to: **Kentucky Division of Water  
Compliance Technical Assistance Section                      ATTN: CCR  
200 Fair Oaks Lane, 4<sup>th</sup> Floor  
Frankfort, KY 40601**

Note: Do not include: Compliance, Water Resources Branch, KPDES Branch, Department for Environmental Protection, Commonwealth of Kentucky, etc.

- I. If you have questions about your CCR or certification, you may contact Rodney Ripberger in the Drinking Water Compliance & Technical Assistance Section at 502.564.3410 ext. 4579.
- II. CCR and PN pre-reviews are available upon request via email or fax.