

Kentucky Division of Water's Guidelines for Electronic Delivery of Consumer Confidence Report (e-CCR).

The Kentucky Division of Water will allow Electronic Delivery of Consumer Confidence Reports (CCR) if the following guidelines are met:

Main (Primary) Delivery Methods:

- URL address or link used for e-CCR that shall take customers directly to the CCR with no further navigation needed.
- URL address or link goes to a PDF formatted or similarly formatted CCR.
- URL address or link address shall be short as possible with no excessive characters used.
- URL address or link CCR content and data shall be exactly the same content (word for word) as the hard copies mailed, posted, or printed in newspapers used for informing customers and same as final copy sent to the KY Division of Water (DOW).
- The URL address or link shall have Multilingual/Spanish Link for Electronic Delivered CCR or a statement to have someone translate it for them or a translated copy is available upon request.
- The e-CCR shall remain up for at least 6 months and content is not changed or modified from its original content or format while it remains available for that time period.
- The e-CCR shall contain all the required language, data, definitions, and violations as required by regulation.
- The phone number and contact person of the public water system (PWS) shall be listed in the e-CCR which customers can contact about questions or concerns.
- Notification of the e-CCR shall be included in customer's water bill as an insert or printed on the bill with the URL address or link and should use the following language with brackets completed appropriately:
 - *[2015] [Anytown Water] annual water quality report is available. This report contains important information about your drinking water. Please go to [www.anytownwater.org/2012waterreport.pdf] to view your [2015] annual water quality report or to request a paper copy call [(555) 555-5555].*

- E-pay/auto-pay customers shall have an email with *Important Information About Your Drinking Water Quality* in the subject line. The body of the email will include the URL ADDRESS OR LINK and the following language with brackets filled in appropriately:
- *[2015] [Anytown Water] annual water quality report is available. This report contains important information about your drinking water. Please go to [www.anytownwater.org/2015waterreport.pdf] to view your [2015] annual water quality report or to request a paper copy click[www.anytownwater.org/2012waterreport/homedelivery.org] or call [(555) 555-5555].*
- A hard copy CCR must be mailed to any email address that comes back as undeliverable.

Tier 3 Public Notices (PN) in Electronic Delivered Consumer Confidence Reports

- Tier 3 PNs are allowed as long as the correct language is used per regulation.
- Tier 3 PNs shall be for the same year as the CCR calendar year or meets the 12 month distribution requirement.
- PNs from previous or following years are not permitted.
- PN Certification form shall be completed for PNs and mailed in with CCR Packet to DOW.

Good Faith Effort (Secondary) Distribution Methods:

- **Good Faith Efforts shall be a non-electronic method if using Electronic Delivery of the CCR** (i.e. posting around the service area or printing in the newspaper)

Final Copy sent to DOW via mail:

- e- CCR requires a CCR Packet to be delivered to DOW at the following address:

**Kentucky Division of Water
Drinking Water Compliance Technical & Assistance Section ATTN: CCR
200 Fair Oaks Lane, 4th Floor
Frankfort, KY 40601**

The CCR Packet for Electronic Delivery sent to DOW shall include:

- Completed and signed CCR Certification Form.
- Hard Copy of CCR as on URL address or link.
- Hard Copy of Bill Insert or Bill with notification of e-CCR with URL address or link address
- Hard Copy of email notification of e- CCR to e-pay or auto-pay customers with subject line, URL address or link address, and/or link.
- For email notification of CCR: the number of emails sent and the number undeliverable emails with statement that indicates hard copies were mailed to those customers and copy of notification that was mailed.
- Any Good Faith Effort (Secondary distribution method) documentation.

The Environmental Protection Agency permits the Primacy Agency to set guidelines for Electronic Delivery of CCRs that water systems shall follow.

Suggested Spanish Statement:

This report contains important information about your drinking water. Have someone translate it for you, or speak with someone that understands it.

Este informe contiene información importante sobre su agua potable. Pida que alguien traduzca para usted, o hablar con alguien que lo entiende.