



MICHIGAN DEPARTMENT OF ENVIRONMENTAL QUALITY  
 OFFICE OF DRINKING WATER AND MUNICIPAL ASSISTANCE  
**CONSUMER CONFIDENCE REPORT FOR COMMUNITY WATER SUPPLY  
 CERTIFICATE OF DISTRIBUTION**

Issued under authority of 1976 PA 399 and Administrative Rules, as amended.  
 Failure to submit certification is a violation of the Act and may subject the water supply to enforcement penalties.

Supply Name: _____	County: _____	WSSN: _____
Population: <input type="checkbox"/> 500 or fewer people	<input type="checkbox"/> 501 – 9,999 people	<input type="checkbox"/> 10,000 or more people

Community water supplies must confirm that the Consumer Confidence Report (CCR) and any enclosed Public Notices (PN) or notices of CCR availability, have been distributed to customers by July 1 as required under administrative rules R 325.10415 and R 325.10404(4)(c). Supplies must also certify that the information contained in the CCR is correct and consistent with the compliance monitoring data previously submitted to the Michigan Department of Environmental Quality (DEQ). [Return the certification to the appropriate DEQ district office by October 1.](#) For addresses, visit [www.michigan.gov/deq](http://www.michigan.gov/deq), click on Locations.

**Method of delivery to DEQ**  
 Mail  Email  Hand Delivery  Other \_\_\_\_\_ Date delivered: \_\_\_\_\_

**Method of delivery to Local Health Department**  
 Mail  Email  Hand Delivery  Other \_\_\_\_\_ Date delivered: \_\_\_\_\_

**Method or combination of methods to directly deliver CCR to each bill paying customer. Check all that apply.**

Mail or hand deliver a paper copy of CCR. Date(s) mailed or hand delivered: \_\_\_\_\_

Mail or hand deliver notification that the CCR is available at a direct URL. Date(s) delivered to customers: \_\_\_\_\_

Email notification that CCR is available at direct URL: Date(s) emailed: \_\_\_\_\_

Email notification that CCR is attached to the email. Date(s) emailed: \_\_\_\_\_

Email notification that CCR is embedded in the email. Date(s) emailed: \_\_\_\_\_

- If using notification of CCR availability:
1. Mail a paper CCR to customers who request it and to customers known to be incapable of receiving electronically.
  2. Include a copy of the notification to the DEQ district office with this certification form.
  3. Explain the nature of the notification, prominently display the direct URL, include statement how to request a paper copy.

Example of Notification of CCR Availability Subject Line: 2012 Drinking Water Quality Report Available.  
 Message: Your annual report on the source and quality of your drinking water is available on the Web at [www.anytown.gov/waterqualityreport](http://www.anytown.gov/waterqualityreport). To have a copy mailed to you, contact Anytown at 555-111-1111 or [water@anytown.gov](mailto:water@anytown.gov).

**Option for supplies serving fewer than 10,000 persons:** Publish entire report in newspaper, and notify customers via newspaper(s) in which CCR published, mail, email or hand delivery that individual copies will not be mailed, and include statement how to request a paper copy.  
 Date(s) of publication: \_\_\_\_\_

**Option for supplies serving 500 or fewer persons:** Notify customers via mail, email, hand delivery or, with DEQ approval, posting in public places, that a copy of the report is available from the water supply on request.  
 Date(s) of notification: \_\_\_\_\_

**Post on Internet (required for supplies serving ≥100,000, optional for others)**  
 Internet address: \_\_\_\_\_ Date accessible: \_\_\_\_\_

**“Good Faith” efforts to reach non-bill-paying consumers (in addition to the method(s) above). Check all that apply.**

Mail the report to all postal patrons. Zip codes and dates mailed: \_\_\_\_\_

Mail to each service connection physical address. Date(s) mailed: \_\_\_\_\_

Advertise the availability of the report in the newspapers, on TV, and on the radio.

Publish the report in a local newspaper.

Post the report in public places such as cafeterias in public buildings, libraries, churches, and schools.

Deliver multiple copies for distribution by single-bill customers, e.g., apartments or private employers.

Deliver the report to community organizations.

Other: \_\_\_\_\_

Send to the DEQ a copy of the news articles, a list of channels broadcast and dates, and a list of locations/organizations reports delivered to and dates.

**A Tier 3 Public Notice is Distributed with this CCR**

This CCR is being used to deliver a Tier 3 Public Notice for one or more violations. To use this Tier 3 delivery option, the CCR must be directly delivered to each bill paying customer or, with DEQ approval, continuously posted, and must be issued within 12 months of learning of the violation. A copy of this form must be delivered to the DEQ within 10 days of delivering the CCR to customers to meet the public notification requirements.

Name/Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## U.S. EPA Expectations for Electronic Delivery of CCR

Instead of mailing the entire CCR to all bill paying customers, water supplies may directly deliver the CCR electronically.

U.S. EPA expects water supplies to deliver the CCR to all bill-paying customers using ANY combination of the following direct delivery methods:

- Mail a paper copy of the CCR.
- Mail a notification of CCR availability.  
*Supplies could include a statement on the water bill or bill insert or in a separate mailing such as a postcard or a community newsletter.*
- Email a notification of CCR availability.  
*Supplies could include a statement in the text of the email that transmits the water bill or in a separate email message.*

The notification of CCR availability:

- Explains the nature of the message.
- Prominently displays an easy-to-type URL that goes directly to the entire CCR. ***The CCR must be on the Internet when the notification of CCR availability is sent out.*** A supply that does not have a web site may attach or insert the CCR in the email.
- States how the customer can request a paper copy.

Here's an example that includes all 3 of the above elements ...

**Subject:** *Water Quality Report Available*  
**Message:** *The water quality report describing the source and quality of your drinking water is available at [www.anytown.gov/utilities/WaterQualityReport](http://www.anytown.gov/utilities/WaterQualityReport). To receive a paper copy in the mail, contact us at [Utilities@anytown.gov/utilities](mailto:Utilities@anytown.gov/utilities) or 555-123-4567.*

Delivery methods NOT considered "direct" are the following, though water supplies are encouraged to use any public outreach venue to promote CCR readership:

- A URL that requires a customer to search or look for the CCR – *a customer may not reach the CCR. A long, hard-to-type URL may also prevent a customer from reaching the CCR.*
- Social media – *membership Internet outlets like Twitter or Facebook require a customer to join the website to read the CCR.*
- Automated phone calls - *the entire content of the CCR cannot be provided in a phone call.*

Final Thoughts:

- Customers known to be unable to receive the CCR electronically, must be sent a paper copy.
- Supplies must continue to make a good faith effort to reach non-bill-paying customers.