



MICHIGAN DEPARTMENT OF ENVIRONMENT, GREAT LAKES, AND ENERGY

Drinking Water and Environmental Health Division

Consumer Confidence Report for Community Water Supply
Certificate of Distribution

Issued under authority of the Safe Drinking Water Act, 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 INFORMATION

Supply Name: \_\_\_\_\_ County: \_\_\_\_\_ PWSID: \_\_\_\_\_
Population: [ ] 500 or fewer people [ ] 501 – 9,999 people [ ] 10,000 or more people

Community water supplies must confirm that the Consumer Confidence Report (CCR) 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 Environment, Great Lakes, and Energy (EGLE). Complete and submit the certificate of distribution to EGLE via your Michigan Environmental Health and Drinking Water Information System (MiEHDWIS) account, or via email to your EGLE district office email address.

Method of Delivery to EGLE

[ ] Mail [ ] Email [ ] MiEHDWIS [ ] 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 EGLE 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: 2018 Drinking Water Quality Report Available.
Message: Your annual report on the source and quality of your drinking water is available online at www.AnyTown.gov/WaterQualityReport. To have a copy mailed to you, contact Anytown at 555-123-4567 or 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 email, hand delivery or, with EGLE 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  $\geq 100,000$ , 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 EGLE a copy of the news articles, a list of channels broadcast and dates, and a list of locations/organizations reports delivered to and dates.

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

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

People with disabilities may request this material in an alternate format by emailing [EGLE-Accessibility@Michigan.gov](mailto:EGLE-Accessibility@Michigan.gov) or calling 800-662-9278.

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This form and its contents are subject to the Freedom of Information Act and may be released to the public.

# United States Environmental Protection Agency (USEPA) 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.

The USEPA 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 website 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 three of the above elements ...

<p><b>Subject:</b> <i>Water Quality Report Available</i></p> <p><b>Message:</b> <i>The water quality report describing the source and quality of your drinking water is available at <b>www.AnyTown.gov/Utilities/WaterQualityReport</b>. To receive a paper copy in the mail, contact us at <b>Utilities@AnyTown.gov/Utilities</b> or 555-123-4567.</i></p>
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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.