Maine Center for Disease Control and Prevention
An Office of the Department of Health and Human Services
Paul R. LePage, Governor Mary C. Mayhew, Commissioner

Department of Health and Human Services
Maine Center for Disease Control and Prevention
286 Water Street
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 287-8016; Fax: (207) 287-9058
TTY Users: Dial 711 (Maine Relay)

Tel. (207) 287-2070 Drinking Water Program Fax (207) 287-4172

CCRs Can Now Be Distributed Electronically

Every year, each community water system must produce a Consumer Confidence Report (CCR) and distribute it to their consumers by July 1st. Most systems in Maine mail or hand deliver CCRs to their consumers. Some systems serving less than 10,000 people (population) have requested a mailing waiver and can publish the entire CCR in a local newspaper serving the area.

On January 3rd, 2013, EPA released a memo outlining ways community water systems may now distribute their CCR's electronically. Acceptable options for water systems are:

- ✓ Post the CCR on a website. Water system must provide a short URL (web address) that will go directly to the system's CCR; or
- ✓ Attach the CCR to an e-mail; or
- ✓ Insert the CCR into the body of an e-mail.

If a community water system wants to use the electronic distribution option, they must inform the people they serve that a copy will not be mailed out unless a paper copy is requested. The electronic availability notification may be done by mail, but the system must include the notice on every mailing (example: a statement on water bills). If a water system sends the CCR via e-mail, the system must state that a paper copy will be provided upon request. If any emails are returned, the system must automatically send a paper copy and they must send a paper copy to any consumers for which they do not have an e-mail address. Water utilities with auto-bill and auto-pay customers must send a dedicated e-mail to inform customers of the availability of the CCR each year.

Electronic delivery methods that do not meet the CCR distribution requirements include:

- × A URL requiring navigation to another part of a web-site to find the CCR; or
- × Use of social media like Facebook or Twitter to notify customers of the availability of the CCR; or
- × Use of automated phone calls.

For certification purposes, if a community system decides to use an electronic delivery method, the system must provide the URL and include a copy of the notification that was provided to customers. If the CCR was distributed by e-mail, the system must provide an example of the e-mail containing the attachment or embedded CCR. In all cases, the system must provide a statement that paper copies were delivered upon request or to persons without e-mail. This signed certification must be submitted to the DWP by October 1st. If you have any questions, please consult your compliance officer.