



**CCR Certification Form**

*(Updated with electronic delivery methods.)*

**CCR Report Year:** \_\_\_\_\_

**Community Water System Name:** \_\_\_\_\_

**Public Water System (PWS) ID No:** \_\_\_\_\_

**Please check all items that apply.**

\_\_\_\_ CCR was distributed by mail.

\_\_\_\_ CCR was distributed by other direct delivery method. Specify direct delivery methods:

\_\_\_\_ Mail – notification that CCR is available on Web site via a direct uniform resource locator (URL)

\_\_\_\_ E-mail – direct URL to CCR

\_\_\_\_ E-mail – CCR sent as an attachment to the e-mail

\_\_\_\_ E-mail – CCR sent embedded in the e-mail

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

If the CCR was provided by a direct URL, please provide the direct URL Internet address:

www. \_\_\_\_\_

If the CCR was provided electronically, please describe how a customer requests paper CCR delivery:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods as recommended by the state/primacy agency:

\_\_\_\_ Posting the CCR on the Internet at www. \_\_\_\_\_

\_\_\_\_ Mailing the CCR to postal patrons within the service area (attach a list of zip codes used)

\_\_\_\_ Advertising availability of the CCR in news media (attach copy of announcement)

\_\_\_\_ Publication of CCR in local newspaper (attach copy of newspaper announcement)

\_\_\_\_ Posting the CCR in public places (attach a list of locations)

\_\_\_\_ Delivery of multiple copies to single bill addresses serving several persons such as: apartments, businesses, and large private employers

\_\_\_\_ Delivery to community organizations (attach a list)

\_\_\_\_ Electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)

\_\_\_\_ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)

\_\_\_\_ **(for systems serving at least 100,000 persons)** Posted CCR on a publicly-accessible Internet site at the address:

www. \_\_\_\_\_

\_\_\_\_ Delivered CCR to other agencies as required by the state/primacy agency (attach a list)

The community water system named above hereby confirms that its consumer confidence report has been distributed to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the state/primacy agency.

Certified by:

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

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

Phone #: \_\_\_\_\_ Date: \_\_\_\_\_

CCRs must be delivered to DHEC by July 1<sup>st</sup> each year. Certification Forms must be delivered to DHEC by October 1<sup>st</sup> each year. Submit to: [CCR@dhec.sc.gov](mailto:CCR@dhec.sc.gov).

### CCR Certification Form Instructions:

1. Fill in the calendar year for which your water system is providing their Consumer Confidence Report (CCR). (I.E.; 2018)
2. Fill in your Community Water System Name
3. Fill in your seven (7) digit drinking water permit number. (I.E.; SC1234567)
4. Check all items that apply and fill in any areas requesting description if applicable.
5. Fill in the Certified by section.
  - a. Name of responsible personnel completing the CCR Certification Form
  - b. Title of the responsible personnel completing the CCR Certification Form
  - c. Phone Number
  - d. Date the form is completed and signed
6. CCRs and Certification Forms can be submitted to CCR@dhec.sc.gov.

### Important Dates in CCR:

April 1st – Wholesalers must supply monitoring data to purchasers

July 1st – CCRs are due to customers every year and must be submitted to SC DHEC

October 1st – CCR Certification of distribution form must be submitted to SC DHEC

### CCR Content Requirements (8)

Item 1: Water System Information

Item 2: Source(s) Water

Item 3: Definitions

Item 4: Detected Contaminants Table

Item 5: Information on Cryptosporidium, Radon and Other Contaminants (if applicable)

Item 6: Compliance with National Primary Drinking Water Regulations (NPDWR)

Item 7: Variances and/or Exemptions (if applicable)

Item 8: Required Additional Information

### Excerpts from State Primary Drinking Water Regulation R.61-58.12.E Report Delivery and Recordkeeping

- (1) Except as provided in paragraph (7) below, each community water system shall mail or otherwise directly deliver one copy of the report to each customer.
- (2) The system shall make a good faith effort to reach consumers who do not get water bills, using means recommended by the Department. The Department expects that an adequate good faith effort will be tailored to the consumers who are served by the system but are not bill-paying customers, such as renters or workers. A good faith effort to reach consumers would include a mix of methods appropriate to the particular system such as: Posting the reports on the Internet; mailing to postal patrons in metropolitan areas; advertising the availability of the report in the news media; publication in a local newspaper; posting in public places such as cafeterias or lunch rooms of public buildings; delivery of multiple copies for distribution by single-billed customers such as apartment buildings or large private employers; delivery to community organizations.
- .....
- (7) The Department can waive the requirement of paragraph (1) of this section for community water systems serving fewer than 10,000 persons.
- (a) Such systems shall [do all items (i) – (iii)]:
- (i) Publish the reports in one or more local newspapers serving the area in which the system is located;
  - (ii) Inform the customers that the reports will not be mailed, either in the newspapers in which the reports are published or by other means approved by the Department; and
  - (iii) Make the reports available to the public upon request.
- (b) Systems serving 500 or fewer persons may forego the requirements of paragraphs (7)(a)(i) above, if they provide notice at least once per year to their customers by mail, door-to-door delivery or by posting in an appropriate location that the report is available upon request.
- (8) Any system subject to this regulation shall retain copies of its Consumer Confidence Report for no less than three (3) years.

### EPA Guidance

**Directly Deliver<sup>7</sup> Requirements** - The EPA interprets the existing rule language so that 3 elements must be met to use electronic delivery to comply with the requirement to “directly deliver” the CCR.

- Electronic delivery must provide the CCR in a manner that is “direct.” The EPA interprets this rule requirement to mean that CWSs can use separate mailings, such as utility bills with a URL, to meet their CCR requirement if the URL provides a direct link to the CCR and if the communication prominently displays the URL and a notice explaining the nature of the link
- If a CWS is aware of a customer’s inability to receive a CCR by the chosen electronic method, it must provide the CCR by an alternative method allowed by the rule.
- A CWS must prominently display a message and the direct URL in all mail notifications of CCR availability. The CCR must be posted when the URL is sent out to be considered direct delivery.

#### CCR Delivery Methods Not Allowed

- If viewing the CCR on a website, a customer must not have to navigate to another webpage to find any required CCR content.
- Use of social media (e.g., Twitter or Facebook) directed at billpaying customers does not meet the requirement to “directly deliver”.
- The use of automated phone calls (e.g., emergency telephone notification systems) to distribute CCRs is not considered direct delivery.

#### DO!

- Include links to other non-required information on both paper and electronic CCRs.
- Include a way for customers to request a paper CCR if they don’t want an electronic copy.
- Electronically meet your recordkeeping requirement and keep the CCR URL posted on the Internet for at least 3 years.

#### DON'T!

- The URL cannot lead to a webpage with multiple CCRs (e.g., multiple years and/or different system’s CCRs.)
- Don’t make a delivery change without telling customers if you start a new CCR delivery method.
- Don’t forget to deliver follow-up CCRs if an email is returned.

### **SOUTH CAROLINA DEPARTMENT OF HEALTH AND ENVIRONMENTAL CONTROL**