



Certification of Delivery for the Consumer Confidence Report (CCR)

Deliver the CCR by **JULY 1st** to the **Office of Drinking Water (ODW), your consumers, and the Public Advocate**. Deliver this completed form by July 10th to ODW and the Public Advocate:

Office of Drinking Water
 Attn.: CCR Compliance
 43 S. DuPont Hwy.
 Dover, DE 19901
 (302) 741-8594
DHSS_DPH_CCR@delaware.gov

Public Advocate
 Carvel State Office Building
 4th Floor 820 N. French Street
 Wilmington, DE 19801
 (302) 577-5077
public.advocate@delaware.gov

Note: The preferred method of delivery to the Public Advocate is email delivery. ODW does not track delivery to the Public Advocate.

Instructions for CCR and certification delivery to ODW:

- The CCR must be distributed to your consumers before you submit this form.
- Email delivery to is preferred.
- Put the water system's name in the subject line of the email.
- A confirmation of receipt will be emailed to you.
- Use only one form of delivery to ODW, do not mail a hard copy if you choose email delivery.
- The attachment must be a PDF or JPEG file. Word files cannot be accepted due to virus vulnerability.

Date that the CCR **was** distributed: _____

Water System Name: _____

Water System ID: _____

Certification Statement: I hereby confirm that the Consumer Confidence Report for the community water system named above has been distributed to customers or appropriate notices of availability have been given. I also certify that good faith efforts were made to reach all customers that do not receive water bills.

Certified by (print name): _____

Certified by (signature): _____

Telephone: _____ Email: _____

CCR was directly delivered by (**check one only**):

- Mail
- Hand-delivery door-to-door
- Systems serving fewer than 500 people: CCR posted in a public place (the system's office) **and** notified customers of the posting **and** will provide a CCR upon request.
- Systems serving more than 500 people: CCR was published in a local paper.
- The CCR web address is published on all water bills with the date of annual CCR renewal (July 1st).
- For electronic distribution, write the **direct web address** of the CCR that you provided to your consumers (see reverse side for electronic delivery requirements):
 http:// _____
- Other form of delivery (see page two for CCR methods of delivery):



CCR Direct Delivery

Below is the Environmental Protection Agency's (EPA) guidance¹ of the CCR requirement to "directly deliver" a CCR to each customer by July 1st every year.

Methods of delivery for CCRs:

1. Mail a paper copy of the CCR. The Community Water System (CWS) mails a paper copy of the CCR to bill-paying customers or those customers that request a paper copy instead of electronic delivery.
2. Mail a notification (on the water bill, on an insert, or a separate postcard) that the CCR is available via direct URL (a direct URL will open the CCR directly so the customer does not have to navigate web pages to the CCR). The URL must be short.
3. Email a direct URL to the CCR. CWS emails bill-paying customers a notification that the CCR is available and provides a direct URL to the CCR on a publicly available internet site. The URL or link must be short and take the customer directly to the CCR without navigating web pages.
4. Email the CCR as a file attachment. CWS emails the CCR as an electronic file email attachment such as a PDF.
5. Email the CCR embedded in the message. CWS emails the CCR text and tables or an image inserted into the body of an email.

¹*Safe Drinking Water Act – Consumer Confidence Report Delivery Options memorandum:*

<https://www.epa.gov/sites/production/files/2015-12/documents/ccrdeliveryoptionsmemo.pdf>