



Guidelines for Consumer Confidence Report Distribution

Community population determines the CCR distribution requirements.

For PWS serving **greater than 100,000** customers:

1. Post online
2. 1 Direct Delivery method
3. At least 1 Good Faith effort to reach non-bill paying consumers

For PWS serving **between 100,000 and 10,000** customers:

1. 1 Direct Delivery method
2. At least 1 Good Faith effort to reach non-bill paying consumers

For PWS serving **between 9,999 and 500** customers:

1. 1 Direct Delivery method; OR
2. Publish full CCR report in local newspaper AND
3. Inform customers that will NOT be mailing unless requested (include in newspaper)

For PWS serving **less than 500** customers:

1. Must inform customers that CCR is available upon request

Direct Delivery Options Include:

- Mail Delivery (includes paper mailing of full CCR)
- Electronic Delivery (includes bill notice with website URL, or Email)
- Provide URL link to full CCR in mailing
- Hand Delivery (includes door-to-door)

Good Faith efforts Options Include:

- Post full CCR on internet
- Mail full CCR to postal patrons
- Advertise CCR availability in newspaper, newsletter, other media or social media
- Publish full CCR in newspaper
- Post full CCR in public place (i.e. dining hall, library, city hall, etc.)
- Provide multiple copies of full CCR to single address (i.e. apartment, or senior center)
- Provide full CCR to community organizations

Inform customers that CCR is available upon request:

- Mail Delivery (includes bill notice)
- Electronic Delivery (includes email)
- Hand Delivery (includes door-to-door)
- Public Posting (i.e. dining hall, library, city hall, etc.)

Note:

- When using electronic delivery option the provided URL must be directed to the CCR, not an intermediate webpage. For email delivery the CCR can be attached to the email, embedded in the email or the website URL can be included in the email.
- Every PWS must make the CCR available upon request.

Submit to:

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