

Helpful Tips about Consumer Confidence Report (CCR) Delivery Options

1. Access draft CCR template after April 1 by following the unique link emailed to you by MDH.
2. Complete CCR delivery by July 1. CCR delivery methods for bill-paying customers:
 - Mail/door-to-door deliver/post notice for request – paper copy of CCR
 - Electronic delivery - paper copy of CCR should be made available upon request
 - ✓ Mail – Notification that CCR is available on website via a direct URL
 - ✓ Email – Direct URL to CCR
 - ✓ Email – CCR sent as a file attachment
 - ✓ Email – CCR embedded in the email message
 - ✓ Additional electronic delivery that satisfies “direct delivery”
 - Efforts must be made to reach customers who do not receive a water bill
3. Submit copy of CCR that you delivered and complete certification form online, using the same unique link you used to access your draft CCR template.

Allowable CCR Delivery Method	Method Description
Mail/direct deliver/post notice for request – paper copy of CCR	Community Public Water Supply (CPWS) mails/door-to-door delivers a paper copy of CCR to each customer served by CPWS, or CCR is published in local newspaper.
Mail – notification that CCR is available on website	CPWS mails to each customer a notification that the CCR is available and provides a direct URL to a webpage where the CCR can be viewed. A URL that navigates to a webpage that requires a customer to search for the CCR does not meet the “directly delivery” requirement. The mail method for the notification may be, but is not limited to, a postcard, water bill insert, statement on the water bill, or community newsletter.
Email – direct URL to CCR	CPWS emails a direct URL to a publicly-available website where the CCR can be viewed. A URL that navigates to a webpage that requires a customer to search for the CCR does not meet the “directly delivery” requirement.
Email – CCR sent as an attachment to the email	CPWS emails the CCR as an electronic file email attachment (e.g. PDF).
Email – CCR sent as an embedded image in an email	CPWS emails the CCR text and tables inserted into the body of an email (not as an attachment).