



ILLINOIS ENVIRONMENTAL PROTECTION AGENCY

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BRUCE RAUNER, GOVERNOR

ALEC MESSINA, ACTING DIRECTOR

2017 Consumer Confidence Report (CCR) Notification

March 2017

Dear Water Supply Official:

The purpose of this memorandum is several-fold: first, to remind you that you must prepare and deliver a 2017 Consumer Confidence Report (CCR) to all your customers **no later than July 1, 2017**. This CCR must be based on 2016 data, unless the monitoring frequency is less than annual, but within five years. A copy of the CCR and the CCR Certification form is due to the Illinois EPA **no later than July 10, 2017**. Your customized 2017 CCR (calendar year 2016 data) is now available on the Internet. After you include any additional information (e.g., violation explanations, source water systems' data table, etc.), you will be able to photocopy and distribute this report. To get your report, go to the following Internet web address:

<http://water.epa.state.il.us/dww/index.jsp>

(Instructions: Click the "Review Consumer Confidence Data" tab located on the bottom left).

If you choose to use the report we generate, you must review the data carefully. If any errors or discrepancies are found, all applicable edits/additions/corrections must be made to the report prior to distribution. You do not have to get your edits/additions/corrections approved by the Illinois EPA prior to issuing your CCR. You can also use the CCR Template associated with the Sample Collectors Handbook. This document will open in your word processing application and can be easily edited.

You may also choose to use the U.S. EPA's CCR writer. The CCRiWriter is a web-based program that allows water system operators or designated personnel to enter information and data through a series of questions. After you finish answering the questions you may print or download the generated CCR. It is available at: [https://ofmpub.epa.gov/apex/safewater/f?p=140:LOGIN_DESKTOP:":](https://ofmpub.epa.gov/apex/safewater/f?p=140:LOGIN_DESKTOP:)

Detailed CCR instructions, the self-assessment check list, regulation requirements, and delivery methods are listed in Chapter 2 of the Sample Collectors Handbook (SCH). It is recommended that you review this chapter prior to issuing your CCR. The self assessment is simply a "check-list" of the CCR requirements and will help insure that your CCR includes all of the required elements. The SCH can be viewed and/or downloaded at the following Internet web address:

<http://www.epa.illinois.gov/topics/compliance-enforcement/drinking-water/sample-collectors-handbook/index>

If you do not have access to the Internet, you may request the CCR in writing, by fax, or telephone call. If calling, simply request a copy of your 2017 CCR and leave your name, address, and water system facility number. Submit the request to:

CCR Coordinator
Illinois EPA /BOW/CAS #19
P.O. Box 19276
Springfield, IL 62794-9276
Telephone: 217-785-0561 (Fax: 217-782-0075)

4302 N. Main St., Rockford, IL 61103 (815)987-7760
595 S. State, Elgin, IL 60123 (847)608-3131
2125 S. First St., Champaign, IL 61820 (217)278-5800
2009 Mall St., Collinsville, IL 62234 (618)346-5120

9511 Harrison St., Des Plaines, IL 60016 (847)294-4000
412 SW Washington St., Suite D, Peoria, IL 61602 (309)671-3022
2309 W. Main St., Suite 116, Marion, IL 62959 (618)993-7200
100 W. Randolph, Suite 10-300, Chicago, IL 60601

****ELECTRONIC DELIVERY INFORMATION****

The IEPA will accept the **electronic direct delivery** of the CCR to your customers to satisfy the CCR customer delivery requirements. This decision is based upon the U. S. Environmental Protection Agency's Consumer Confidence Report Retrospective Review Analysis, which was finalized in a Memorandum on January 3, 2013. This method of direct delivery (Method A) does not affect your ability to use the Optional Method of Delivery Waivers for systems serving less than 10,000 customers.

Additional information regarding US EPA's CCR electronic delivery options, including examples can be found in US EPA's Memorandum available at:

<http://www.epa.gov/ccr/safe-drinking-water-act-consumer-confidence-report-delivery-options-memorandum>

It is important to note, Public Water Systems must ensure delivery of the CCR to each of their bill paying customers, which means more than one method of delivery may be necessary, such as a combination of email communications, paper copy delivery, etc. Public Water Systems can distribute the CCR electronically to their customers using the following approved methods:

1. Requirements for E-mail Delivery to the Customer

- a) The subject line of the email must contain "2017 CCR", the Public Water System Identification Number (PWSID Number) and the Public Water System's Name.
- b) The CCR must either be embedded in its entirety in the email message, have the CCR as a file attachment in PDF format, or contain the direct URL¹ to the CCR.
- c) The URL must take the customer directly to the entire CCR so that the customer does not have to retrieve the CCR by navigating through another website. The email must also contain a description explaining the purpose and content of the URL in the email.
- d) The email must also contain information on how the customer may obtain a paper copy of the CCR (i.e. by calling a phone number)
- e) If the PWS receives a message that the email was undeliverable, the PWS must utilize another method to ensure the customer receives the CCR (i.e. mail a paper copy)

¹ In computing, a uniform resource locator (URL) is a specific character string that constitutes a reference to an Internet resource.

2. Requirements for Mailing the Direct CCR URL to the Customer

- a) The direct URL to the CCR must be printed directly on a water bill, a bill insert, newsletter, or separate mailing. **It must be a direct URL**; you can't send the customer to a website where they must then click or download the report.
- b) It must be clear and in a font that is at least as large as the largest font used.
- c) ****A short description explaining the information available must accompany the URL.**
- d) Must provide information on how the customer may obtain a paper copy of the document if they choose not to access the CCR by using the URL (i.e. by calling a phone number)
- e) **Submit a copy of the URL notification** in addition to the CCR, and CCR certification form.

**** (example language)** Go to www.anytownwater.org/2017waterreport.pdf to view your annual water quality report. This report contains important information about the source and quality of your drinking water during 2016. For a paper copy, call [(555) 555-5555].

The use of social media such as Twitter, Facebook, and automated telephone notification systems do not meet the "directly deliver" requirement of the CCR Rule and therefore, cannot be used. They can be used as an additional "good faith" effort to reach all consumers.

The CCR Certification Form including the "Method of Delivery Waiver" status for your water system is included with this letter. If you have questions, please contact Mary Reed at 217/785-0561, or email at Mary.F.Reed@illinois.gov

Enclosure: CCR Certification Form
CCR Method of Delivery Instructions

CCR Delivery Requirements

The method that your water system qualifies for is identified on your “2017 Consumer Confidence Report (CCR) Certification Form”, only one method of delivery is required.

METHOD A - Direct Delivery – All systems can use Method A

Option 1

The CCR must be delivered to all customers by **direct mail or hand delivery by July 1, 2017.**

This method is to be used if a water system did NOT qualify for a Method of Delivery Waiver or your water system chooses not to use the waiver.

Option 2

Electronic CCR (eCCR) Delivery to each customer will be considered direct delivery if the water system provides a notification of a direct URL to their CCR. Notification to customers can be made via water bills, newsletter, separate mailing, or e-mail delivery **by July 1, 2017.** The notification of URL availability must also provide a brief explanation of the URL content and an alternative method for a customer to request a paper copy of the report be mailed to them. Additional information about electronic CCR delivery can be found in the Sample Collector’s Handbook (SCH) page 19. The SCH can be viewed and/or downloaded at the following Internet web address:

<http://www.epa.illinois.gov/topics/compliance-enforcement/drinking-water/sample-collectors-handbook/index>

Both direct delivery methods must also provide good faith efforts to reach all non-bill paying consumers. If your water system serves 100,000 or more people, the CCR must also be posted on a publicly accessible Internet site. **Mail a copy of the CCR, the CCR Certification Form, and the URL notification, if applicable, prior to July 10, 2017.**

METHOD B – Population 501 to 10,000 (optional, can use method A instead of B)

This CCR method of delivery is intended to allow financially limited water systems that serve a direct population between 501 and 10,000 persons and have had no drinking water violations during 2016 to forego the cost of printing and direct mail delivery. This waiver has no effect on the required content of the report. **The use of the waiver is “optional” and your supply may still choose to use Method A - direct delivery.**

Although direct mail delivery of the CCR to each customer is not required, you are still required to complete ALL of the following if you choose to use the waiver:

1. Prepare the CCR;
2. Publish the entire CCR in one or more local newspapers (CCR must be printed in a conspicuous location and in print size which is easily read) **by July 1, 2017;**
3. Inform the customers **by July 1, 2017** that the reports will not be mailed (**this can be added to the newspaper publication;**
4. Make the reports available upon request;
5. Mail a copy of the CCR, newspaper clipping, and notice of availability to the Illinois EPA along with the CCR Certification Form **by July 10, 2017.**

METHOD C – Population 500 or less (optional, can use method A instead of C)

This CCR method of delivery is intended to allow financially limited water systems that serve a direct population of 500 or less persons and have had no drinking water violations during 2016 to forego the cost of printing and direct mail delivery. This waiver has no effect on the required content of the report. **The use of the waiver is “optional” and your supply may still choose to use Method A – direct delivery.**

Although direct mail delivery of the CCR to each customer is not required, you are still required to complete ALL of the following if you choose to use the waiver:

1. Prepare the CCR;
2. Provide notification to customers **by July 1, 2017** that a CCR was prepared and is available upon request; this notice of CCR availability must be posted in a conspicuous location, provided directly to each customer, or published in a local newspaper. Sample language is in the Sample Collector’s Handbook on the Illinois EPA Website.
3. Make the reports available upon request;
4. Mail a copy of the CCR and notice of availability to the Illinois EPA along with the CCR Certification Form **by July 10, 2017.**



Illinois Environmental Protection Agency

Consumer Confidence Report Certification Form

Water System: **IL1790750, WASHINGTON**
Method of Delivery Waiver Status: **No Waiver - Population Served Greater 10000**
CCR Delivery Requirement(s): **Method A (See Attachment)**
Connected System Requirement(s):

This form is required to be submitted as a means to certify that your Consumer Confidence Report (CCR) met all state and federal requirements. The owner, administrative contact, or responsible operator in charge must sign this certificate of acceptance acknowledging compliance with Illinois Environmental Protection Agency's Primary Drinking Water Standards found in Part 611 SubPart U: Consumer Confidence Reports.

Detailed CCR instructions and regulation requirements are listed in Chapter 2 of the **Sample Collectors Handbook (SCH)**. Also included in the handbook, is a check list that can be used to verify prior to issuing the CCR that all required elements have been included. It is recommended that you review this chapter and check list prior to issuing your CCR. The SCH can be viewed and/or downloaded at the following Internet web address: <http://www.epa.illinois.gov/topics/compliance-enforcement/drinking-water/sample-collectors-handbook/index>

Please complete the delivery certification, sign, and return it along with a copy of the issued CCR and the URL Notification if applicable, **by July 10th** to the Illinois EPA, CCR Coordinator, BOW/CAS #19, 1021 North Grand Avenue East, P.O. Box 19276, Springfield, Illinois 62794-9276. Questions call 217-785-0561.

CERTIFICATION OF DELIVERY (SCH Reference Page 17 - 19)

Depending on your method of CCR Delivery Requirement, you MUST complete ONE of the following METHOD OF DELIVERY certification sections.

METHOD "A" DIRECT DELIVERY (use for Electronic CCR or paper copy CCR delivered to all customers)

DELIVERY DATE REQUIRED

Our CCR or electronic CCR URL notification was mailed on _____ (enter delivery date)

Depending on your method of CCR Delivery, you MUST complete at least ONE of the following methods. Please check all items that apply.

- | | | |
|----|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | <input type="checkbox"/> | CCR was distributed by mail or hand delivered (enter delivery date above) |
| 2. | <input type="checkbox"/> | Mail – notification that CCR is available on Web site via a direct uniform resource locator (URL) (<i>Submit a copy of the URL notification, i.e. water bill, newsletter, etc.</i>) (enter delivery date above) |
| 3. | <input type="checkbox"/> | E-mail – direct URL to CCR (submit a sample copy of the e-mail) |
| 4. | <input type="checkbox"/> | E-mail – CCR sent as an attachment to the e-mail (submit a sample copy of the e-mail) |
| 5. | <input type="checkbox"/> | E-mail – CCR sent embedded in the e-mail (submit a sample copy of the e-mail) |
| 6. | <input type="checkbox"/> | Other: _____ |

CWS serving => 100,000, Posted CCR on a public accessible Internet site at the following address:

METHOD "B" DELIVERY (published in local newspaper; PWS must receive waiver from Illinois EPA to use this option)

Since our supply received a Method of Delivery Waiver and serves a direct population between 501 and 10,000, the CCR was not mailed to each customer. However, as required, our CCR was published in its entirety in one or more newspapers of general circulation. In addition, customers were also informed that the CCR was not going to be mailed; and that copies are available upon request. LIST NEWSPAPERS HERE

Newspaper 1:	_____	Published On:	_____
Newspaper 2:	_____	Published On:	_____

METHOD "C" DELIVERY (CCR availability notice only; PWS must receive waiver from Illinois EPA to use this option)

Since our supply received a Method of Delivery Waiver and serves a direct population of 500 or less, the CCR was not mailed to each customer. However, as required, customers were notified that a CCR was prepared and is available upon request.

The CCR notice of availability was delivered on: _____ (enter date)

Insert method here (i.e., newspaper, posted, hand delivered, etc.) _____

GOOD FAITH EFFORT: at a minimum, one good faith effort must be used to reach non-bill paying consumers**Check all that apply:**

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Posted CCR on a public accessible internet site
www. _____ | <input type="checkbox"/> Mailed the CCR to postal patrons within the service area (attach list of zip codes) |
| <input type="checkbox"/> Advertised availability of CCR in the news media (attach copy of announcement) | <input type="checkbox"/> Published CCR in local newspaper (attach copy of newspaper announcement) |
| <input type="checkbox"/> Posted the CCR in public places (attach a list of locations) | <input type="checkbox"/> Delivered multiple copies to single bill addresses serving several persons such as apartments and businesses |
| <input type="checkbox"/> Delivered to community organizations (attach a list) | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized) | _____ |

Signature of Official Custodian (OC), Administrative Contact (AC), or Responsible Operator in Charge (DO)

The Certification Form signature must match one of the above contacts that are on file at the Agency, if you are not listed as the OC, AC, or DO for your water system, you do not have the authority to sign this document.

Any person who knowingly makes a false, fictitious, or fraudulent material statement, orally or in writing, to the Illinois EPA commits a Class 4 felony. A second or subsequent offense after conviction is a Class 3 felony. (415 ILCS 5/44(h))

I _____ (print name), hereby certify that our CCR was distributed following the requirements specified under METHOD _____ (enter method of delivery A, B, or C) DELIVERY. If delivery was made using the Electronic CCR method, the CCR was made available to customers requesting a paper copy of the CCR.

Signature: _____ Date: _____

Title: _____ Telephone No.: (____) _____

This Agency is authorized to require this information under 415 ILCS 5/17.5. Failure to disclose this information may result in a civil penalty of not to exceed \$50,000 for the violation and an additional civil penalty of not to exceed \$10,000 for each day during which the violation continues (415 ILCS 5/42). This has been approved by the Forms Management Center.

IL532-2984

PWS 294 (2/2017)