



### Consumer Confidence Report (CCR) Certification Form

Water System Name: \_\_\_\_\_

Water System No.: SC \_\_\_\_\_ Report Year: \_\_\_\_\_ Population Served: \_\_\_\_\_

The Community Water System (CWS) named above hereby confirms that all provisions under **R.61-58.12** requiring the development of, distribution of, and notification of a consumer confidence report have been executed. Further, the CWS certifies the information contained in the report is correct and consistent with the compliance monitoring data. In addition, if this report is being used to meet Tier 3 Public Notification requirements, as denoted by the checked box below, the CWS certifies that public notification has been provided to its consumers in accordance with the requirements of R.61-58.6.E(4).

**Certified by:** Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Phone #: \_\_\_\_\_

Delivery Achieved Date: \_\_\_\_\_ Date Reported to State: \_\_\_\_\_

☐ The CCR includes the mandated Public Notice for a monitoring or Tier 3 violation (check box, if yes)

**Check all methods used for distribution** (see instructions for delivery requirements and methods):

- ☐ Paper copy to all    ☐ US Mail    ☐ Hand Delivery
- ☐ Notification of Availability of Paper Copy (other than in the CCR itself)  
Notification Method \_\_\_\_\_ (i.e. US Mail, door hanger)
- ☐ Notification of CCR URL    **Direct URL address:** \_\_\_\_\_  
Notification Method \_\_\_\_\_ (i.e. on bill, bill stuffer, separate mailing, email)
- ☐ Direct email delivery of CCR (attached? ☐ or embedded? ☐  
Notification Method \_\_\_\_\_ (i.e. on bill, bill stuffer, separate mailing)
- ☐ Newspaper (**attach PDF copy**) What Paper? \_\_\_\_\_ Date Published: \_\_\_\_\_  
Notification Method \_\_\_\_\_ (i.e. US Mail, on bill, bill stuffer, door hanger, a postcard dedicated to the CCR, or email)
- ☐ **“Good faith” efforts** (in addition to the above required methods) were used to reach non-bill paying consumers such as industry employees, apartment tenants, etc. Extra efforts included the following methods:
  - ☐ posting the CCR on the Internet at URL: \_\_\_\_\_
  - ☐ mailing the CCR to postal patrons within the service area
  - ☐ advertising the availability of the CCR in news media (attach copy of announcement)
  - ☐ publication of the CCR in local newspaper (attach copy)
  - ☐ posting the CCR in public places such as: (attach list if needed) \_\_\_\_\_
  - ☐ delivery of multiple copies to single bill addresses serving several persons such as: apartments, businesses, and large private employers
  - ☐ delivery to community organizations such as: (attach list if needed)

**Note:** Use of social media (e.g., Twitter or Facebook) or automated phone calls DO NOT meet existing CCR distribution methods under the Rule.

**SUBMIT FORM 3999 AND PDF ATTACHMENTS TO:** CCR@des.sc.gov, Subject Line shall include your 7-digit permit number and your Water System Name. Optional Submission to DES via Fax at 803-898-3795 or mail to ATTN: CCR RULE MANAGER, Bureau of Water, 2600 Bull Street, Columbia, SC, 29201.

**SOUTH CAROLINA DEPARTMENT OF ENVIRONMENTAL SERVICES**

**CCR Certification Form Instructions:**

1. Enter Water System Name
2. Enter your seven (7) digit drinking water permit number. (I.E., SC1234567)
3. Enter Report Year. (I.E., reporting for January 1 – December 31, 2020 = Report Year 2020)
4. Enter Population Served. [The population served number can be found on [Drinking Water Watch](#) (DWW)]
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. Signature.
  - c. Phone Number
  - d. Delivery Achieved Date [delivery of CCR to your customers]
  - e. Date Reported to State
6. If your system incurred a Tier 3 violation requiring public notice (PN) to your customers and you are utilizing the CCR to include the mandatory language for a Tier 3 PN, check the box.
7. Complete "Check all methods used for distribution".

**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 DES October 1st – CCR Certification 3999 of distribution form must be submitted to SC DES\*

\*No later than the date the system is required to distribute the report to its customers, each system shall submit a copy of the report to ÖÖÜ, followed within 3 months [90 days] by a certification [Form 3999] that the report has been distributed to customers.

**CCR Customer Direct Delivery Requirements (Based on Population)**

- ❖ **Systems serving 100,000 or more persons must** post the CCR on a publicly accessible Internet site using a direct URL.
- ❖ **Systems serving 10,000 or more persons must** distribute the CCR by mail or direct delivery.
- ❖ **Systems serving less than 10,000 persons but more than 500 persons must either:**
  - (1) distribute the CCR by mail or direct delivery **OR**
  - (2) notify their customers that the CCR is not being mailed, but it will be in **what newspaper(s) and when** (attach copy of notice). **The complete CCR should be printed in the local newspaper**, and a copy of the CCR must be made available upon request. **(The 2<sup>nd</sup> option is not acceptable if using the CCR for Tier 3 Public Notification!)**
  - (3) provide paper copies upon request
- ❖ **Systems serving 500 or fewer persons must either:**
  - (1) distribute the CCR by mail or direct delivery **OR**
  - (2) notify their customers that the CCR is not being mailed, and a copy of the CCR must be made available upon request. **(The 2<sup>nd</sup> option is not acceptable if using the CCR for Tier 3 Public Notification!)**

**CCR Direct Delivery Methods for Bill-Paying Customers**

CCR DELIVERY METHOD	METHOD DESCRIPTION (Click link: <a href="#">EPA-CCR Rule Delivery Options Memo January 3, 2013</a> for referenced Appendix Figures below.)
Mail – paper copy	CWS mails a paper copy of the CCR to each bill-paying customer.
Mail – notification that CCR is available on web site via a direct URL	CWS mails to each bill-paying customer a notification that the CCR is available and provides a <b>direct URL</b> to the CCR on a publicly available site on the Internet where it can be viewed. <b>A URL that navigates to a web page that requires a customer to search for the CCR or enter other information does not meet the "directly deliver" requirement.</b> The mail method for the notification may be, but is not limited to, a water bill insert, statement on the water bill or community newsletter. See Figure 1 in the Appendix.
Email – direct URL to CCR	CWS emails to each bill-paying customer a notification that the CCR is available and provides a <b>direct URL</b> to the CCR on a publicly available site on the Internet. <b>A URL that navigates to a web page that requires a customer to search for the CCR or enter other information does not meet the "directly deliver" requirement.</b> This method may only be used for customers when a CWS has a valid email address to deliver the CCR electronically. See Figure 2 in the Appendix.
Email – CCR sent as an attachment to email	CWS emails the CCR as an electronic file email attachment [e.g., portable document format (PDF)]. This method may only be used for customers when a CWS has a valid email address to deliver the CCR electronically. See Figure 3 in the Appendix.
Email – CCR sent as an embedded image in an email	CWS emails the CCR text and tables inserted into the body of an email (not as an attachment.) This method may only be used for customers when a CWS has a valid email address to deliver the CCR electronically. See Figure 4 in the Appendix.
Additional electronic delivery that meets "otherwise directly deliver" requirement	CWS delivers CCR through a method that "otherwise directly delivers" to each bill-paying customer and in coordination with the primacy agency. This category is intended to encompass methods or technologies not included above. CWSs and primacy agencies considering new methods or technologies should consult with the E PA to ensure it meets the intent of "otherwise directly deliver."

**Note:** Use of social media or automated phone calls **DO NOT** meet existing CCR distribution methods under the Rule.