

Consumer Confidence Report (CCR) Delivery Requirements

You must determine the method of delivery for which your water system qualifies. The method of delivery is based on the direct population of your water supply and whether any violations were recorded during 2023.

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

Option 1

The CCR must be delivered to all customers by **direct mail or hand delivery within 30 days of receiving this notice.** This method must be used if a water system does NOT qualify for Method B or C, or if your water system chooses not to use the optional delivery methods.

Option 2

Electronic CCR (eCCR) Delivery will be considered direct delivery if the water system provides notification of a direct URL to their CCR to each customer. **The URL must take customers directly to the CCR report.** Notification must be delivered to customers within 30 days, and can be made via water bill, newsletter, separate mailing, or e-mail. Notification of URL availability must also provide a brief explanation of the URL content and a method for a customer to request a paper copy of the report to be mailed to them (e.g., phone number). 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:

<https://epa.illinois.gov/topics/compliance-enforcement/drinking-water/sample-collectors-handbook.html>

Additionally, both direct delivery methods must 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.

Within 30 days, mail a copy of the CCR, the CCR Certification Form, and the URL notification, if applicable, to the Illinois EPA.

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

This method of delivery for the CCR 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 2023** to forego the cost of printing and direct mail delivery. The use of Method B is “optional”, and Method A - direct delivery may still be used.

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

1. Prepare the CCR.
2. Publish the entire CCR in one or more local newspapers (the CCR must be printed in a conspicuous location and in print size which is easily read) the newspaper must be delivered to the customers **within 30 days.**
3. Inform the customers **within 30 days,** that the reports will not be mailed (this can be added to the newspaper publication).
4. A copy of the report must be made available upon request.
5. **Within 30 days, mail a copy of the CCR, newspaper clipping, and notice of availability to the Illinois EPA along with the CCR Certification Form.**

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 fewer persons and have had **no drinking water violations during 2023** to forego the cost of printing and direct mail delivery. The use of the Method C is optional and Method A – direct delivery may still be used.

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

1. Prepare the CCR.
2. **Within 30 days,** provide notification to customers 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. **Within 30 days, mail a copy of the CCR and notice of availability to the Illinois EPA along with the CCR Certification Form.**