

New CCR Method May Offer Money Savings to Water Systems. - Teresa Lee, PE, Engineer Supervisor – Arkansas Department of Health

Beginning in 2013 Arkansas water systems may be able to distribute their Consumer Confidence Reports (CCR) to customers by electronic delivery. This method may eliminate the need to mail a copy to each customer or place the CCR in a local newspaper resulting in monetary and environmental savings.

The purpose of the Consumer Confidence Report is to give customers information regarding their drinking water, including the water source, contaminants detected in finished water, and the health effects of contaminants when violations occur. By better understanding of their drinking water supply, customers especially those with special health needs, can make informed decisions regarding their use of drinking water.

Each year the Engineering Section prepares over 700 CCR's for our community water systems. Our staff recently placed the 2011 CCRs on our website HealthyArkansas.gov and will place the 2012 CCRs in the same location when they are available. AN individual URL that navigates to the system's CCR will be provided to each water system.

For the 2012 CCRs, we are proposing an alternate electronic delivery method for water systems that meet the following requirements:

- The water system must be free of violations for the 2012 calendar year.
- Documentation must be provided that the service area is served by at least one internet service provider.
- Notification that the CCR is available on a website must be provided to each customer in writing, either as an insert or printer on the water bill. The water system must provide a direct URL to the CCR. A URL that navigates to a webpage that requires the customer to search for the CCR does not meet the "direct delivery" requirement of the CCR Rule. The water system may use its own website or the one provided by the Health Department. The notice must state that the customer can receive a paper CCR upon request, and it must appear in more than one billing cycle.
- Documentation of the water bill or notification that was delivered to the customers must be delivered to our office.
- If the water system is aware that its customers are unable to receive CCRs electronically, it must provide a paper CCR using one of the traditional methods.

The Engineering Section will notify each water system of their CCR delivery options based on the system's compliance history. For questions, please contact Doug Dawson or Tyrone Tidwell at (501) 661-2623.