



Bureau of Water
Drinking Water Protection Division

TO: Community Water System

FROM: Mary Ann Fuller
Program Manager
Drinking Water Compliance Monitoring Section

RE: Consumer Confidence Report (CCR) R.61-58.12
Calendar Year 2018, 1/1-12/31/2018

The Consumer Confidence Report (CCR) from Drinking Water Watch for Calendar Year 2018 IS AVAILABLE. The report CAN be produced using Drinking Water Watch.

CCR's must be received by July 1, 2019. The CCR distribution certification, DHEC 3999 (attached), must be received by October 1, 2019. Failure to submit in a timely manner will result in a violation and potential enforcement action. Submit your CCR (Word document or PDF copy) and Certification Form 3999 via email at CCR@dhec.sc.gov.

R.61-58.12.E Report Delivery and Recordkeeping Excerpts

(1) Except as provided in paragraph (7) below, each community water system shall mail or otherwise directly deliver one copy of the report to each customer.

(2) The system shall make a good faith effort to reach consumers who do not get water bills, using means recommended by the Department. The Department expects that an adequate good faith effort will be tailored to the consumers who are served by the system but are not bill-paying customers, such as renters or workers. A good faith effort to reach consumers would include a mix of methods appropriate to the particular system such as: Posting the reports on the Internet; mailing to postal patrons in metropolitan areas; advertising the availability of the report in the news media; publication in a local newspaper; posting in public places such as cafeterias or lunch rooms of public buildings; delivery of multiple copies for distribution by single-billed customers such as apartment buildings or large private employers; delivery to community organizations.

(7) The Department can waive the requirement of paragraph (1) of this section for community water systems serving fewer than 10,000 persons (if no violations were incurred during the calendar year).

(a) Such systems shall (complete all 3 items):

- (i) Publish the reports in one or more local newspapers serving the area in which the system is located;**
- (ii) Inform the customers that the reports will not be mailed, either in the newspapers in which the reports are published or by other means approved by the Department; and**
- (iii) Make the reports available to the public upon request.**

(b) Systems serving 500 or fewer persons may forego the requirements of paragraphs (7)(a)(i) above, if they provide notice at least once per year to their customers by mail, door-to-door delivery or by posting in an appropriate location that the report is available upon request.

(8) Any system subject to this regulation shall retain copies of its Consumer Confidence Report for no less than **three (3) years**.

EPA interprets the existing rule language so that 3 elements must be met in order to use electronic delivery to comply with the requirement to "directly deliver" the CCR.

- Electronic delivery must provide the CCR in a manner that is "direct." The EPA interprets this rule requirement to mean that CWSs can use separate mailings, such as utility bills with a URL, to meet their CCR requirement if the URL provides a direct link to the CCR and if the communication prominently displays the URL and a notice explaining the nature of the link
- If a CWS is aware of a customer's inability to receive a CCR by the chosen electronic method, it must provide the CCR by an alternative method allowed by the rule.

- A CWS must prominently display a message and the direct URL in all mail notifications of CCR availability. The CCR must be posted when the URL is sent out to be considered direct delivery.

CCR Delivery Methods Not Allowed

- If viewing the CCR on a website, a customer must not have to navigate to another webpage to find any required CCR content.
- Use of social media (e.g., Twitter or Facebook) directed at billpaying customers does not meet the requirement to “directly deliver”.
- The use of automated phone calls (e.g., emergency telephone notification systems) to distribute CCRs is not considered direct delivery.

DO!

- Include links to other non-required information on both paper and electronic CCRs.
- Include a way for customers to request a paper CCR if they don’t want an electronic copy.
- Electronically meet your recordkeeping requirement and keep the CCR URL posted on the Internet for at least 3 years.

DON'T!

- The URL cannot lead to a webpage with multiple CCRs (e.g., multiple years and/or different system’s CCRs.)
- Don’t make a delivery change without telling customers if you start a new CCR delivery method.
- Don’t forget to deliver follow-up CCRs if an email is returned.

Important State Primary Drinking Water Regulations for Consumer Confidence Report Preparation

(R.61-58.6.D(2)(a) Records of microbiological analyses and turbidity analyses made pursuant to the State Primary Drinking Water Regulation: R.61-58 shall be kept for not less than **five (5) years**. Records of chemical analyses made pursuant to the State Primary Drinking Water Regulation: R.61-58 shall be kept for not less than **ten (10) years**. Actual laboratory reports may be kept, or data may be transferred to tabular summaries...lead and copper...kept not less than **twelve (12) years**

R.61-58.12.C(4)(c)(i) **Where a system is allowed to monitor for regulated contaminants less often than once a year**, the table(s) shall include the date and results of the most recent sampling and the report shall include a brief statement indicating that the data presented in the report are from the most recent testing done in accordance with the regulations. No data older than **5 years** need be included.

Please call if you have further questions, 803-898-4300, and ask to speak with a member of the Drinking Water Compliance Monitoring Section.