

3745-96-04 **Consumer confidence report delivery and recordkeeping.**

- (A) Each community water system shall mail or otherwise directly deliver one copy of the report to each customer.
- (B) The community water system shall make a good faith effort to reach consumers who do not receive water bills. A good faith effort will be tailored to the consumers who are served by the community water system but are not bill-paying customers, such as renters and workers. A good faith effort to reach consumers shall 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-biller customers such as apartment buildings, condominium complexes and large private employers; and delivery to community organizations.
- (C) By July first annually, each community water system shall provide to the director all of the following information:
 - (1) A copy of the report.
 - (2) A distribution certification, on a form acceptable to the director, certifying that the report has been distributed to customers, a good faith effort to reach non-bill paying customers has been completed, and that the information is correct and consistent with the compliance monitoring data previously submitted to the director.
- (D) Each community water system shall make its reports available to the public upon request.
- (E) Each community water system serving one hundred thousand or more consumers shall post its current year's report to a publicly-accessible site on the Internet for at least a one year period.
- (F) Any community water system subject to this chapter shall retain copies of its consumer confidence report for no less than three years.

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Five Year Review (FYR) Dates: 07/06/2015 and 10/26/2020

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