

APPENDIX A: Examples of Delivery Methods for eCCR



P.O. Box 1234
Anytown, CA 94781

Bill Date: 05/15/13
Payment Due Date: 06/03/13
Service Address: 321 Consumer Wy.

4473

22 1



BI-MONTHLY BILL: 00012-345-6789

Amount Due	\$56.15
Amount Due if Received After 6/3/13	\$63.53
Amount Enclosed	\$

Account Number: 00012-345-6789

John Doe
321 Consumer Way
Anytown, CA 94781

Anytown Water District
P.O. Box 1234
Anytown, CA 94781

Please check the box if you would prefer a paper copy of your annual water quality report delivered to your mailing address.

Element #3: Customer option for paper copy delivery of CCR.

PLEASE RETURN TOP PORTION WITH PAYMENT

Summary of Charges

Previous Balance 3/03/13 Payment – Thank You	42.81
Past Due Balance	42.81
Current Charges – See Below	0.00
Total Current Charges	56.24
Total Amount Due	\$56.15
Payment Due Date	6/3/13

Calculation of Current Charges

Water Charges	56.24
Water Service Charge	8.99
Water Consumption Charge	27 units @ 1.75 = 47.25
Current Charges	\$56.15

Meter Readings

March 12, 2013 to May 12, 2013

Meter Number	Meter Size	Previous Reading	Current Reading	Consumption
1234567	5/8	698	725	27
Total Consumption in units of water:				27
Total Consumption in gallons of water:				20196

Next Scheduled meter reading on or about July 13, 2013

Element #5: Prominent display of the direct URL in bold type and a message explaining purpose of the URL.

To view your 2012 Consumer Confidence Report and to learn more about your drinking water, please visit the following URL:

www.awd.org/CCR/2012

If you would like a paper copy of the 2012 CCR mailed to your mailing address or would like to speak with someone about the report, please call (555) 555-5555.

Another possible option for satisfying Element #3: Providing customer with option to receive mailed paper copy of the CCR.

Figure 1: CCR Delivery Method No. 1 – Sample utility bill with the direct URL to the CCR (the minimum required elements are highlighted in yellow)

IMPORTANT MESSAGE: Your 2012 Anytown Water District Consumer Confidence Report Is Now Available!!!

Element #6: Dedicated e-mail with a CCR-related subject line.

To: ABC.Customer@gmail.com

Subject: IMPORTANT MESSAGE: Your 2012 Anytown Water District Consumer Confidence Report Is Now Available!!!

Dear Mr. ABC,

Your 2012 Anytown Water District Consumer Confidence Report is now available!

Please go to www.awd.org/2012CCR.pdf to view your 2012 Consumer Confidence Report and learn more about your drinking water. You must have Adobe Acrobat Reader installed on your computer to view the report. This report contains information about the source and quality of your drinking water. If you would like a paper copy of the 2012 Consumer Confidence Report mailed to you, please call (XXX) XXX-XXXX or email XXXXXX@awd.org.

Sincerely,

Anytown Water District

Element #3: Customer option for delivery of a mailed copy of the CCR

Element #1 and #5: Prominent display of the direct link URL and a message explaining purpose of the URL.

Este reporte contiene las instrucciones mas recientes para obtener informacion importante sobre su agua potable. Traducir, o hablar con alguien que lo entienda.

Spanish Translation:

Estimado Sr./Sra. ABC,

El Reporte Anual de Calidad de agua de el 2012 ya esta disponible!

Por favor visite www.awd.org/2012CCR.pdf para que revise El Reporte Anual de Calidad de agua y aprenda informacion importante acerca de su agua potable. Para acceder a esta pagina debe tener Adobe Acrobat Reader instalado en su computadora. Este reporte contiene informacion importante sobre el origen y la calidad de su agua potable. Si usted desea una copia por escrito del El Reporte Anual de Calidad de agua 2012 por correo, por favor llame al (XXX) XXX-XXXX o por correo electronico escriba a XXXXXX@awd.org.

Atentamente,

Anytown Water District

Multilingual Requirement: At minimum, each delivery method must include the prescribed sentence translated in Spanish and in any additional languages as required by population size.

Multilingual Requirement: Water systems may choose to exceed the minimum multilingual requirement and translate the entire text of their email to ensure delivery to non-English speaking customers (optional).

Figure 2: CCR Delivery Method No. 2 – Sample of an email with a direct URL sent to bill-paying customers, including auto-pay and electronic bill-payers (the minimum required elements are highlighted in yellow)

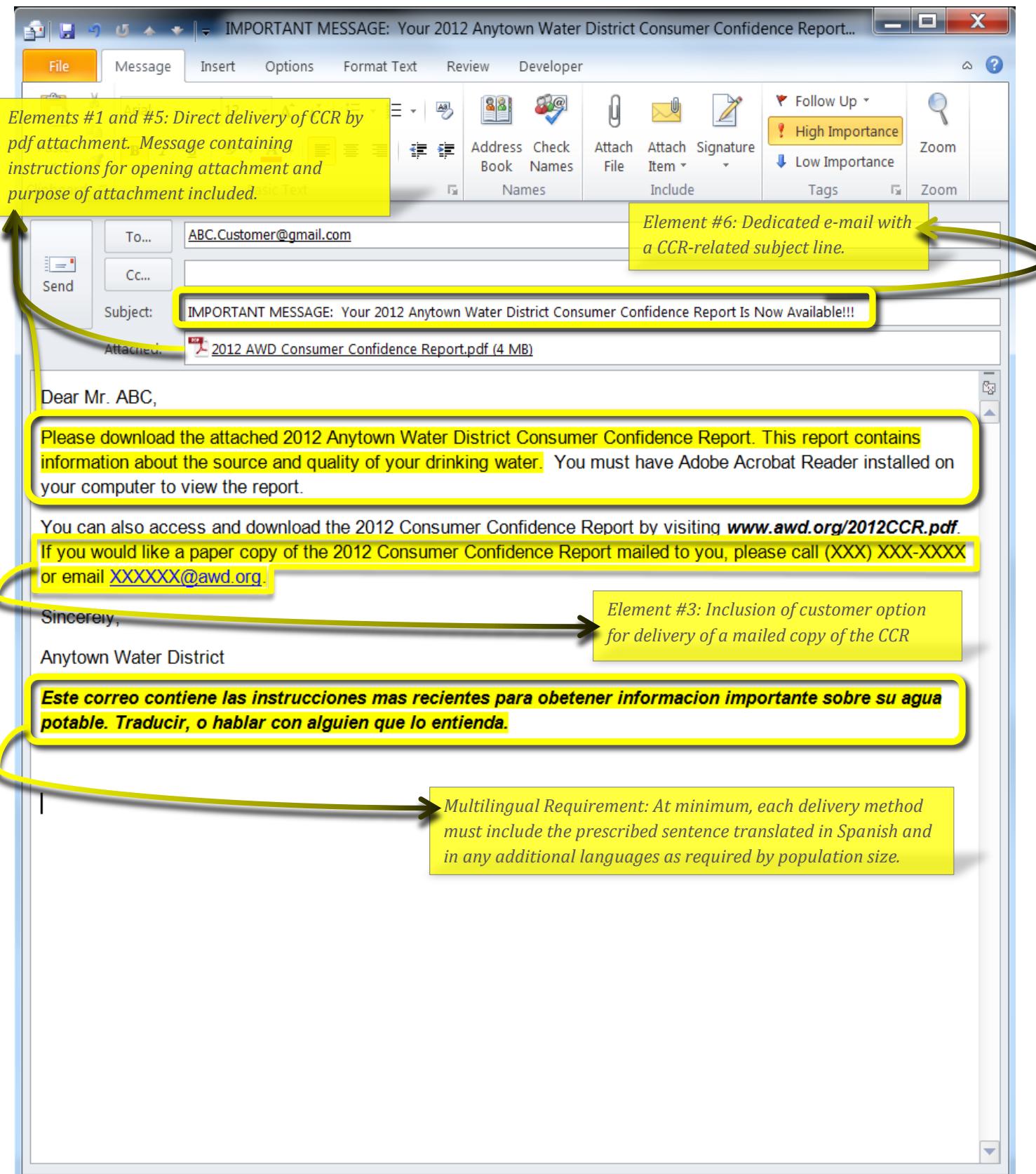


Figure 3: CCR Delivery Method No. 3 – Sample of a CCR sent in an email to customers as an attachment (the minimum required elements are highlighted in yellow)

Element #1 and #5: Direct delivery of CCR by embedded image. Message containing instructions for viewing CCR enclosure and purpose of enclosure included.

Element #6: Dedicated e-mail with a CCR-related subject line.

Element #3: Inclusion of customer option for delivery of a mailed copy of the CCR

Multilingual Requirement

IMPORTANT MESSAGE: Your 2012 Anytown Water District Consumer Confidence Report I...

File Message Insert Options Format Text Review Developer

To... ABC.Customer@gmail.com
Cc...
Subject: IMPORTANT MESSAGE: Your 2012 Anytown Water District Consumer Confidence Report Is Now Available!!!

Send

Address Book Names
Check Names
Attach File
Attach Item
Signature Include
Follow Up
High Importance
Low Importance
Zoom
Tags
Zoom

Dear Mr. ABC,

Please review the 2012 Anytown Water District Consumer Confidence Report enclosed within the body of this email. This report contains information about the source and quality of your drinking water.

You can also access and download the 2012 Consumer Confidence Report by visiting www.awd.org/2012CCR.pdf. You must have Adobe Acrobat Reader installed on your computer to access the CCR through this URL link.

If you would like a paper copy of the 2012 Consumer Confidence Report mailed to you, please call (XXX) XXX-XXXX or email XXXXXX@awd.org.

Sincerely,

Anytown Water District

Este correo contiene las instrucciones mas recientes para obtener informacion importante sobre su agua potable. Traducir, o hablar con alguien que lo entienda.

Anytown Water
Annual Water Quality Report

Reporting Period: January 1, 2012 to December 31, 2012

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Meter Reading and Billing Systems to Undergo Dramatic Improvements

Figure 4: CCR Delivery Method No. 4 – Sample of a CCR emailed to customers as an embedded image (the minimum required elements are highlighted in yellow)