

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.

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

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

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

PLEASE RETURN TOP PORTION WITH PAYMENT

Multilingual Requirement

THIS REPORT CONTAINS IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER. PLEASE CONTACT ANYTOWN WATER DISTRICT AT P.O. BOX 1234, ANYTOWN, CA 94781 OR 555-555-5555 FOR ASSISTANCE.

Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse Anytown Water District a P.O. Box 1234, Anytown, CA 94781 or 555-555-5555 para asistirlo en español.

Summary of Charges

Previous Balance	42.81
3/03/13 Payment – Thank You	42.81
Past Due Balance	0.00
Current Charges – See Below	56.24
Total Current Charges	56.24

Total Amount Due	\$56.15
Payment Due Date	6/3/13

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires AWD to provide you with. The purpose of the CCR is to raise customers’ awareness of the quality of their drinking water, where their drinking water comes from, what it takes to deliver water to their homes, and the importance of protecting drinking water sources.

In the past, AWD has mailed its customers a printed copy of the CCR to comply with the SDWA. In 2013, the State of California expanded its interpretation of the SDWA to allow for electronic delivery of the CCR. The electronic delivery method will allow AWD to reduce the consumption of paper, and minimize potential printing and mailing costs.

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.

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

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.

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)

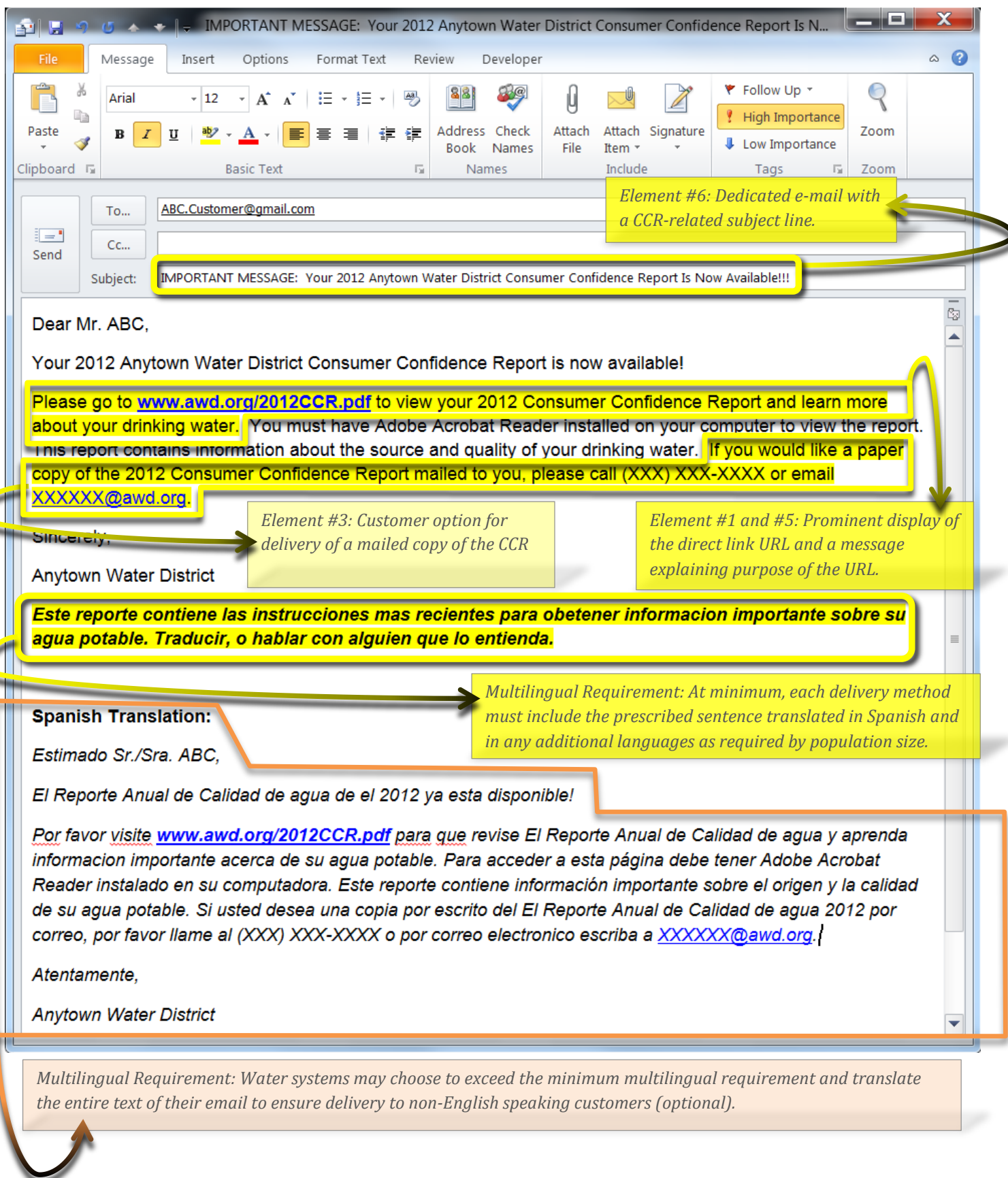


Figure 2: CCR Delivery Method No.2 – Sample of an email with a direct URL sent to bill-paying customers, including auto-pay and electronic bill-payers (the minimum required elements are highlighted in yellow)

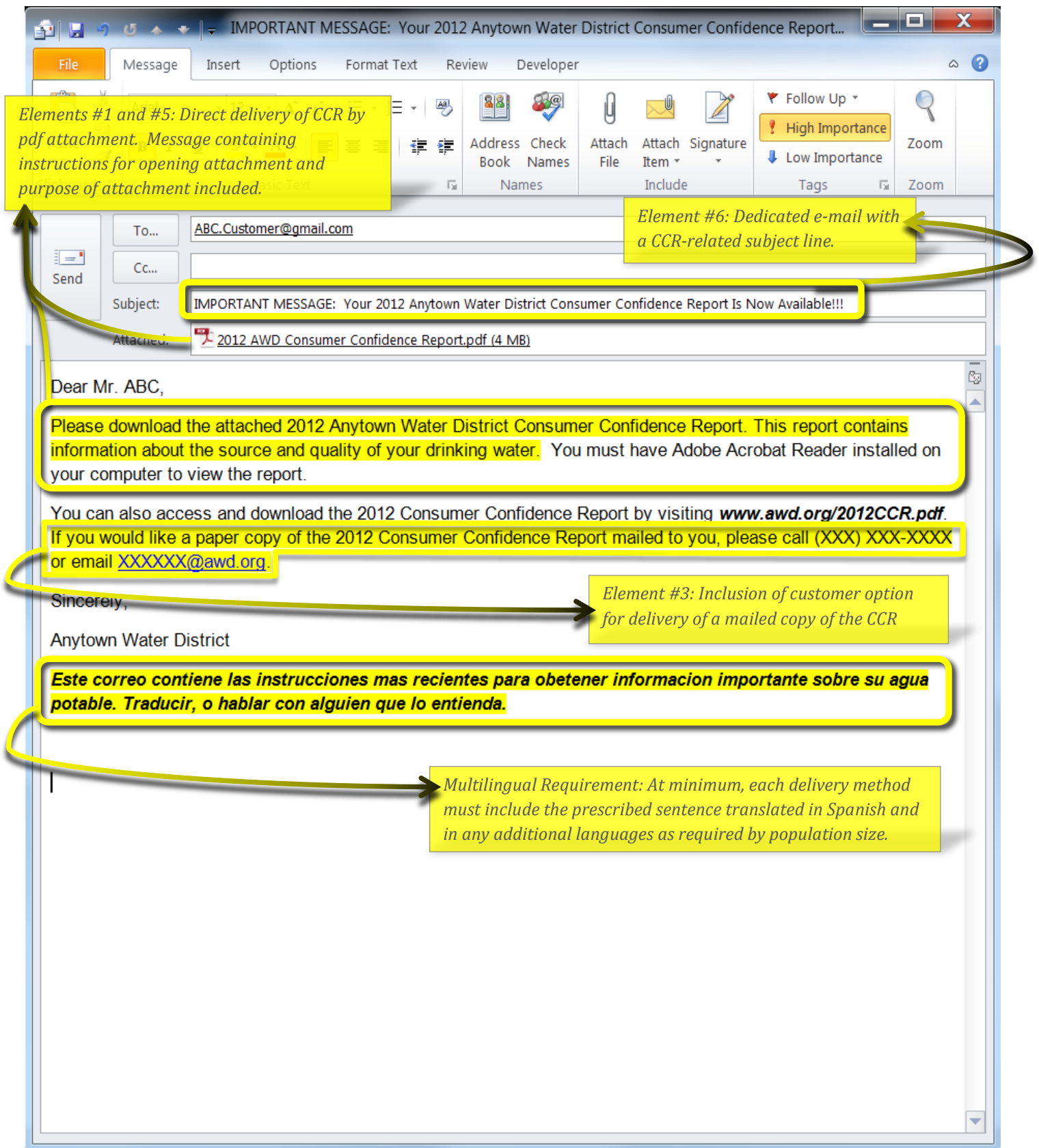


Figure 3: CCR Delivery Method No. 3 – Sample of a CCR sent in an email to customers as an attachment (the minimum required elements are highlighted in yellow)

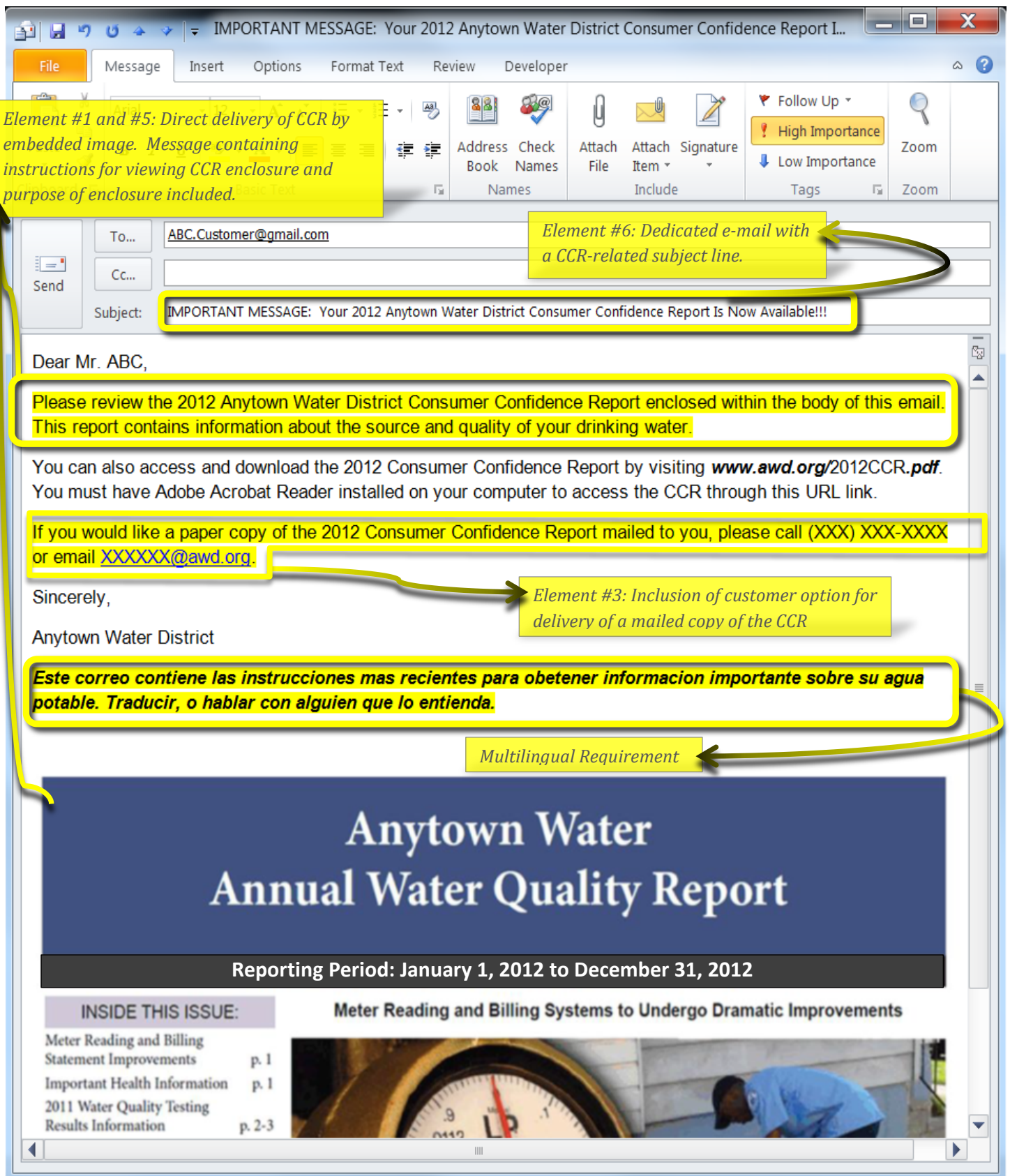


Figure 4: CCR Delivery Method No. 4 – Sample of a CCR emailed to customers as an embedded image (the minimum required elements are highlighted in yellow)