THE AGONY AND THE SOLUTION

Do you remember last year the problems you had with completing your CCR and being sure that you had it printed and mailed before the July 1st deadline not to mention the costs involved? Well, this year EPA has agreed (after much lobbying by Florida Rural Water and our own Congressman Bill Young's sponsorship) to allow systems to post their Consumer Confidence Report (CCR) online and simply publish a link for the customer's access on their utility bill.

Some water systems are lucky (large) enough to have their own website. There is also a company called RuralWaterImpact.com that will assist systems in developing their own website for a \$150.00 set up fee and \$30.00 per month to host it. Then there are the some systems that really do not have the need or the funds for a website of their own but would like to take advantage of posting their CCR online.

As always, FRWA is doing it's best to look after the smaller systems and will assist your systems with being able to post your CCR online for a nominal fee. For more information, see inside.



CONSUMER • CONFIDENCE REPORT ELECTRONIC REPORTING



AN ALTERNATIVE TO MAILING YOUR CCR

It is estimated each Florida Water Utility will spend \$1 per customer per year mailing each customer their annual Consumer Confidence Report (CCR). Drinking Water Utilities now have the opportunity to save significantly related to delivery of their required annual Consumer Confidence Report (CCR). Recent changes allowed by EPA and initiated by Congress through the action and leadership of Florida Congressman Bill Young and many of the Florida Congressional delegation allow electronic delivery of the Water Quality Reports to customers. The Florida Rural Water Association, many water systems in Florida like JEA, and other water utility associations like the Florida Section of the American Water Works Association have been promoting and pushing this effort for a couple of years.

The likely and most popular way for water utilities to comply with the new EPA rules and deliver these reports in the future will be to place a statement and a direct URL link on each water bill letting customers know where they can view, review and print a copy of their CCR report from.

You must also place an opt out check box on the bill where the customer can check, return and request a mailed copy from the water utility. In other words, where they can opt out of electronic delivery and opt back into mailed delivery. Customers must receive the bill with this information before July 1 of this year and the statement must remain on the bill for at least three months. Please see a sample of the statement on a utility bill that is enclosed.

It is our suggestion you place your CCR on your own website and put the direct URL link from your website on the customer bill. If you don't currently have a website now would be a great time to develop one for this CCR posting, other promotional/public relation and communication benefits. If you would like to start your own website you may contact RuralWaterImpact.com and they will assist you with developing a website for a \$150.00 setup fee and \$30.00 per month afterwards. If you don't have or want a website the Florida Rural Water Association can host your CCR for a nominal fee each year. This service is available to all Active, Parent, and Sub members of FRWA. The fee is based on the size of your utility. Please refer to the pricing guidelines in the table below:

We will not be able to post your URL unless you have received prior approval of your CCR from DEP or

SIZE	BASE	PER CONN
Less than 3300 connections	\$50.00	\$.10
Greater than 3301 and less than 10,000 connections	\$75.00	\$.15
Greater than 10,001 connections	\$100.00	\$.15

DOH (your approved county health department). You are asked to submit your CCR for approval by May 15 to allow for review time. Payment must be received by FRWA prior to posting your CCR URL to the FRWA website. Send a hard copy or email (to Becky@frwa.net) of your CCR along with your DEP approval, a completed application, and a company check as payment to: FRWA, 2970 Wellington Circle, Tallahassee FL 32309. You may email your completed application with credit card information, your CCR, and DEP approval to Becky@frwa.net. Please forward that email, your completed CCR, your DEP approval and your completed application to Becky@frwa.net. Paying in this matter could have your CCR posted within 24 hours of email receipt. Personal Checks and POs will not be accepted.

For more information, please contact Becky at 850.668.2746.

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Payment must be received by FRWA prior to posting your CCR URL to the FRWA website. CCRs will not be posted u DEP. You may complete credit card information below and fax (850.893.4581) or email it to Becky@frwa.net. CCR and C be received by Becky@frwa.net before information can be posted. You may also mail your company check or money 2970 Wellington Circle Tallahassee FL 32309. Personal Checks and POs will not be accepted.

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