

In January 2013, EPA released a memo describing regulatory requirements for directly delivering a CCR to bill paying customers electronically. This section describes what EPA considers direct delivery of the CCR as well as recommendations for how to launch, maintain and electronically deliver CCRs to bill-paying customers.

## What Is Considered Direct Delivery?

The CCR Rule generally requires each CWS to mail or otherwise directly deliver one copy of its CCR to each customer annually. In addition, the CWS must make a good faith effort to reach customers who do not get water bills, for example, apartment dwellers.

1. Similar to delivering a copy of the CCR through the mail, electronic delivery must provide the CCR in a manner that is "direct." The EPA interprets this CCR Rule requirement to mean that CWSs can use other mailings, such as paper billing statements featuring a prominently displayed and explained direct website address (or URL) to the CCR, to meet their CCR delivery requirement. Each year, the CWS must also provide a method (for example contact phone number) for a customer to request a paper copy of the CCR.
2. 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 CCR Rule.

### What is electronic delivery?

Electronic delivery encompasses various delivery methods that include: email, posting a CCR on a public website and mail notification of the posting. There are specific requirements for electronic delivery of CCRs.

## What Delivery Methods Does EPA Consider to be "Direct"?

There are six CCR delivery methods that EPA has identified as meeting the "direct delivery" requirement, so long as the system is providing the report directly to each customer. These are described in Table 1 below.

**Table 1. Approved CCR Delivery Methods**

CCR Delivery Method	Method Description
1. Mail - paper copy	CWS mails a paper copy of the CCR to each bill-paying customer.
2. Mail - notification that CCR is available on website	CWS mails to each bill-paying customer a notification that the CCR is available and provides a direct URL to the CCR where it can be viewed. A URL that navigates to a Web page that requires a customer to search for the CCR does not meet the "directly deliver" requirement. The mail method used for notification may be, but is not limited to, a postcard, water bill insert, statement on the water bill or community newsletter.
3. Email – direct URL to CCR <sup>1</sup>	CWS emails to each bill-paying customer a direct URL to the CCR on a publicly available site on the Internet. A URL that navigates to a Web page that requires a customer to search for the CCR does not meet the "directly deliver" requirement.
4. Email – CCR sent as an attachment to the email <sup>1</sup>	CWS emails to each bill-paying customer the CCR as an electronic file email attachment (for example, PDF).