ALABAMA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT WATER DIVISION - WATER SUPPLY PROGRAM ADMINISTRATIVE CODE

CHAPTER 335-7-14 CONSUMER CONFIDENCE REPORTS

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335-7-14-.01 Applicability.

These regulations require that all community water systems to develop and provide an annual consumer confidence report (CCR) in accordance with the requirements of this chapter.
Author: Joe Alan Power, Edgar K. Hughes
Statutory Authority: Code of Ala. 1975, §§22-23-33, 22-23-49, 22-22A-5, 22-22A-6.
History: **New Rule:** Filed May 2, 2000; effective June 6, 2000.
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335-7-14-.02 Definitions.

The following words and terms, when used in this Chapter, shall have the following meanings unless the context clearly indicates otherwise.

(a) Certification--form submitted to the Department, and signed by a responsible system representative that the CCR has been distributed in accordance with these regulations; the information is correct; and the information is consistent with compliance monitoring data previously submitted to the Department. The form also states that, for systems who sell water to adjacent systems, the required information was delivered to the purchasing system(s) no later than April 1.

(b) Consumer--any person who regularly consumes water supplied by a community water system. The number of consumers, or population, of a community water system is estimated by multiplying the number of customers by a factor of three.

(c) Customer--billing units or service connections to which water is delivered by a community water system.

(d) New Community Water System--a community water system permitted by the Department after the effective date of these regulations. This definition shall not include the merger of two or more existing community water systems.

(e) Detected for the purposes of this chapter means the level at which an EPA Drinking Water Certified laboratory can find a contaminant.

Author: Joe Alan Power, Edgar K. Hughes, Dennis D. Harrison
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335-7-14-.03 Effective Dates.

(1) An existing community water system shall distribute its first Consumer Confidence Report (CCR) by July 1, 2000. Subsequent reports shall be delivered by July 1 annually thereafter. The first CCR shall contain data collected during or prior to calendar year 1999. Each CCR thereafter shall contain data collected during, or prior to, the previous calendar year.

(2) A new community water system shall distribute its first CCR by July 1 of the year following its first full year of operation and annually thereafter.

(3) A community water system that sells water to another community water system shall deliver to the buyer system by April 1 of each year information needed by the buyer system to produce its CCR. The information regarding detected contaminants delivered to a buyer system by a seller system shall include the same information that the seller system will use in its CCR except for monitoring already conducted by the buyer system. The information shall also include source water information of the seller system including treatment used by the seller system. If specified in the written purchase agreement, seller and buyer may agree on a different date for delivery.

Author: Joe Alan Power, Edgar K. Hughes
Statutory Authority: Code of Ala. 1975, §§22-23-33, 22-23-49, 22-22A-5, 22-22A-6.
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335-7-14-.04 Content Of Report.

(1) Each CCR shall provide information on the water system sources of water to include type of source (surface water, groundwater, or combination), commonly used names (if any), general location (a map may be included), and a brief summary of treatment used. If a source water assessment has been completed, the CCR shall notify consumers of the means to obtain a copy. Additionally, the CCR shall summarize the source water assessment pursuant to 335-7-6-.15. If no source water assessment has been completed, the CCR shall notify customers of the status of efforts to complete it. All systems utilizing a groundwater source shall indicate whether it has established a Wellhead Protection Plan.

(2) Each CCR shall include the following definitions:

(a) Maximum Contaminant Level Goal or MCLG - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

(b) Maximum Contaminant Level or MCL - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

(c) Maximum Residual Disinfectant Level Goal or MRDLG - The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

(d) Maximum Residual Disinfectant Level or MRDL - The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

(3) If applicable, the following definitions shall be included:

(a) Variances and Exemptions – The Department or EPA permission not to meet an MCL or a treatment technique under certain conditions

(b) Treatment Technique - A required process intended to reduce the level of a contaminant in drinking water.

(c) Action Level - The concentration of a contaminant that triggers treatment or other requirement a water system shall follow.

(d) Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

(e) Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an *E. coli* MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

(4) Below are the reporting requirements for drinking water contaminants subject to mandatory monitoring.

(a) Each CCR shall include a Table of Primary Drinking Water Contaminants. This table shall include the MCL for each contaminant, and the highest detected level used to determine compliance. Any contaminant detected will also be displayed in the Table of Detected Contaminants as required below. A list of primary drinking water contaminants and MCLs appears in Appendix A.

(b) Each CCR shall contain a discrete Table of Detected Contaminants or several adjacent Tables of Detected Contaminants depicting the data specified below. Any additional monitoring results that a water system includes in the report shall be displayed separately. The data used in the table shall be derived from the monitoring and analytical results collected to comply with EPA and ADEM regulations:

1. Regulated contaminants subject to an MCL, action level, maximum residual disinfectant level, or treatment technique.

2. Unregulated contaminants monitored as required by the Department including monitoring required under the Information Collection Rule (ICR).

3. Disinfection by-products or microbiological contaminants that are detected in finished water.

(c) If a water system monitors certain contaminants less frequently than annually, the CCR shall include the most recent sample results, the date samples were collected, and a brief statement indicating that the data presented is from the most recent testing done in accordance with applicable regulations. A water system may exclude data more than five (5) years old.

(d) The Table of Detected Contaminants shall include detected contaminant name, MCL of the as expressed in Appendix B, the MCLG of the contaminant expressed in the same units as the MCL, the range of detected levels (if applicable), and the

likely source of contamination. If there is no MCL for a detected contaminant, the table shall note whether there is a treatment technique or specify the action level applicable to that contaminant.

(e) For contaminants subject to an MCL, except turbidity, fecal coliform, *E. coli* and total coliform, the Table of Detected Contaminants shall list the highest contaminant level used to determine compliance with National Primary Drinking Water Regulation (NPDWR) and the range of detected levels as follows:

1. If compliance with the MCL is determined annually or less frequently, the Table of Detected Contaminants shall include the highest detected level at any sampling point and the range of detected levels.

2. If compliance with the MCL is determined by calculating a running annual average of all samples taken at a sampling point, the Table of Detected Contaminants shall include the highest average of any of the sampling points and range of all sampling points. For the MCLs for TTHM and HAA5 systems must include the highest locational running annual average for TTHM and HAA5 and the range of individual sample results for all monitoring locations. If more than one location exceeds the TTHM or HAA5 MCL, the system must include the locational running annual average for all locations that exceed the MCL.

3. If compliance with the MCL is determined on a system-wide basis by calculating a running annual average of all samples at all sampling points, the Table of Detected Contaminants shall include the average and range of detected levels. The system is required to include individual sample results conducted under rule 335-7-2-.13 when determining the range of TTHM and HAA5 results to be reported in the annual consumer confidence report for the calendar year that the DSE samples were taken.

(e) Turbidity shall be reported in the Table of Detected Contaminants as follows:

1. When reported pursuant to rule 335-7-2-.06 (turbidity as an MCL), the highest average monthly value.

2. When reported pursuant to rule 335-7-2-.06 (turbidity as a treatment technique), the highest single measurement and the lowest monthly percentage of samples meeting the turbidity limits. In addition, an explanation of the reasons for measuring turbidity shall be included.

(f) For lead and copper, each CCR shall contain the 90th percentile of the most recent round of sampling and the number of sampling sites exceeding the action level.

(g) Systems that are required to collect fewer than 40 coliform samples per month shall report the highest number of positive samples in a month. Systems required to collect at least 40 coliform samples shall report the highest percentage of positive samples detected in a month. All systems shall report the total number of positive fecal coliform samples. Total and fecal coliform results of raw water and special samples are not included in this requirement.

(h) All systems shall report the total number of positive *E. coli* samples. Total and fecal coliform and *E. coli* results of raw water and special samples are not included in this requirement.

(i) If a water system distributes water to its customers from multiple, hydraulically independent distribution systems that are fed by different sources, the Table of Detected Contaminants shall contain a separate column for each service area. A water system may produce a separate CCR for each service area.

(j) The Table of Detected Contaminants shall clearly identify regulated contaminants detected in violation of an MCL, MRDL, treatment technique, or contaminants exceeding an action level. In addition, the CCR shall include a clear and readily understandable explanation of the violation including the length of the violation, the potential adverse health effects, and actions taken by the system to address the violation. To describe the potential health effects, the system shall use the relevant language of Appendix C.

(k) For detected unregulated contaminants for which monitoring is required, (except Cryptosporidium) the Table of Detected Contaminants shall contain the average and range at which the contaminant was detected. The CCR may include a brief explanation of the reasons for monitoring unregulated contaminants.

(5) The following subparagraphs govern the reporting of information on Cryptosporidium, radon, and other contaminants.

(a) If the system monitored for and detected Cryptosporidium in the raw water or the finished water including monitoring to satisfy the requirements of the information collection rule (ICR), the CCR shall include the following:

1. The results of the monitoring.

2. Information on how the monitoring was performed.

3. An explanation of the significance of the results.

(b) If the system has performed any monitoring for and detected radon in the finished water, the CCR shall include the following:

1. The results of the monitoring.

2. Information on how the monitoring was performed.

3. An explanation of the significance of the results.

(c) The water system shall include in its CCR the results of additional monitoring that indicates the presence of a contaminant in the finished water for which the EPA has issued a health advisory. For such contaminants, the CCR shall include:

1. The results of the monitoring.

2. An explanation of the significance of the results noting the existence of a health advisory.

(d) Each CCR shall identify all violations occurring during the reporting year of the requirements listed below and provide a brief explanation of the violation, potential adverse health effects, steps taken to address the violation, and the date the system returned to compliance.

1. Monitoring and reporting.

2. Treatment techniques.

(i) Filtration and disinfection.

(ii) Lead and copper control requirements.

(iii) Treatment techniques for Acrylamide and Epichlorohydrin.

3. Record keeping.

4. Special monitoring requirements for inorganic and organic contaminants.

5. Violation of the terms of a variance, an exemption, or an administrative or judicial order.

(e) If a system has been granted a variance or an exemption, its CCR shall contain the following:

1. An explanation of the reasons for the variance or exemption.

2. The date on which the variance or exemption was issued.

3. A brief status report on the steps the system is taking to install treatment, find alternative sources of water, or otherwise comply with the terms and schedules of the variance or exemption.

4. A notice of any opportunity for public input in the review of the variance or exemption.

(6) Additional information.

(a) Each report shall contain a brief explanation regarding contaminants, which can be found in all drinking water including bottled water. This explanation shall include subparagraphs (a)1 and (a)2. of this paragraph Systems may also use any portion the language of subparagraphs (a)3 or (a)4 of this paragraph to provide additional information to customers.

1. All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

2. The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and radioactive material, and it can pick up substances resulting from the presence of animals or from human activity.

3. Contaminants that may be present in source water include the following:

(i) Microbiological contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

(ii) Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm run-off, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

(iii) Pesticides and herbicides, which may come from a variety of sources such as agriculture, storm water runoff, and residential uses.

(iv) Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water run-off and septic systems.

(v) Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

4. To ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water.

(b) Each CCR shall include the name and telephone number of the owner, operator, or designee of the public water system as a source of additional information. In addition, each CCR shall include the names of water board members.

(c) If a community water system determines that there is a large proportion of non-English speaking residents, the CCR shall contain information in the appropriate language regarding the importance of the report. Or contain a telephone number or address where such residents may contact the system to obtain a translated copy of the report or assistance in the appropriate language.

(d) Each CCR shall include information such as time and place of regularly scheduled board meetings to encourage public participation in decisions that may affect the quality of the water.

(e) Each CCR may include additional information necessary for public education, which is consistent with, but does not detract from, the purpose of the report.

Author: Joe Alan Power, Edgar K. Hughes, Dennis D. Harrison
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335-7-14-.05 Additional Reporting Contents.

(1) The following subparagraphs govern the reporting information regarding the Groundwater Rule contained in rule 335-7-5-.22:

(a) Any ground water system that receives notice from the Department of a significant deficiency or notice from a laboratory of a fecal indicator-positive ground water source sample that is not invalidated by the Department under subparagraph 335-7-5-.22(5)(d) must inform its customers of any significant deficiency that is uncorrected at the time of the next report or of any fecal indicator-positive ground water source sample in the next report. The system must continue to inform the public annually until the Department determines that particular significant deficiency is corrected or the fecal contamination in the ground water source is addressed under subparagraph 335-7-5-.22(6)(a). Each report must include the following elements:

1. The nature of the particular significant deficiency or the source of the fecal contamination (if the source is known) and the date the significant deficiency was identified by the Department or the dates of the fecal indicator-positive ground water source samples.

2. If the fecal contamination in the ground water source has been addressed under subparagraph 335-7-5-.22(6)(a) and the date of such action.

3. For each significant deficiency or fecal contamination in the ground water source that has not been addressed under subparagraph 335-7-5-.22(6)(a), the Department-approved plan and schedule for correction, including interim measures, progress to date, and any interim measures completed.

4. If the system receives notice of a fecal indicator-positive ground water source sample that is not invalidated by the Department under subparagraph 335-7-5-.22(5)(d), the potential health effects using the health effects language of Appendix C of this division.

(b) If directed by the Department, a system with significant deficiencies that have been corrected before the next report is issued must inform its customers of the significant deficiency, how the deficiency was corrected, and the date of the correction under subparagraph (6)(a) of this rule.

(2) Any system required to comply with the Level 1 assessment requirement or a Level 2 assessment requirement that is not due to

an *E. coli* MCL violation must include in the report the text found in subparagraph (a) of this paragraph; the text found in subparagraphs (b) and (c) of this paragraph as appropriate, filling in the blanks accordingly and the text found in subparagraphs (d)1. and (d)2. of this paragraph, as appropriate.

(a) Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.

(b) During the past year we were required to conduct [INSERT NUMBER OF LEVEL 1 ASSESSMENTS] Level 1 assessment(s). [INSERT NUMBER OF LEVEL 1 ASSESSMENTS] Level 1 assessment(s) were completed. In addition, we were required to take [INSERT NUMBER OF CORRECTIVE ACTIONS] corrective actions and we completed [INSERT NUMBER OF CORRECTIVE ACTIONS] of these actions.

(c) During the past year [INSERT NUMBER OF LEVEL 2 ASSESSMENTS] Level 2 assessments were required to be completed for our water system. [INSERT NUMBER OF LEVEL 2 ASSESSMENTS] Level 2 assessments were completed. In addition, we were required to take [INSERT NUMBER OF CORRECTIVE ACTIONS] corrective actions and we completed [INSERT NUMBER OF CORRECTIVE ACTIONS] of these actions.

(d) Any system that has failed to complete all the required assessments or correct all identified sanitary defects, is in violation of the treatment technique requirement and must also include one or both of the following statements, as appropriate:

1. During the past year we failed to conduct all of the required assessment(s).

2. During the past year we failed to correct all identified defects that were found during the assessment.

(3) Any system required to conduct a Level 2 assessment due to an *E. coli* MCL violation must include in the report the text found in subparagraphs (a) of this paragraph; the text found in subparagraph (b) of this paragraph, filling in the blanks accordingly and the text found in paragraphs (c)1. and (c)2. of this paragraph, as appropriate.

(a) *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human

pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems. We found *E. coli* bacteria, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.

(b) We were required to complete a Level 2 assessment because we found *E. coli* in our water system. In addition, we were required to take [INSERT NUMBER OF CORRECTIVE ACTIONS] corrective actions and we completed [INSERT NUMBER OF CORRECTIVE ACTIONS] of these actions.

(c) Any system that has failed to complete the required assessment or correct all identified sanitary defects, is in violation of the treatment technique requirement and must also include one or both of the following statements, as appropriate:

1. We failed to conduct the required assessment.

2. We failed to correct all sanitary defects that were identified during the assessment that we conducted.

(4) If a system detects *E. coli* and has violated the *E. coli* MCL, in addition to completing the table as required in subparagraphs 335-7-14-.04(3)(d) and (e), the system must include one or more of the following statements to describe any noncompliance, as applicable:

(a) We had an *E. coli*-positive repeat sample following a total coliform-positive routine sample.

(b) We had a total coliform-positive repeat sample following an *E. coli*-positive routine sample.

(c) We failed to take all required repeat samples following an *E. coli*-positive routine sample.

(d) We failed to test for *E. coli*when any repeat sample tests positive for total coliform.

(5) If a system detects *E. coli* and has not violated the *E. coli* MCL, in addition to completing the table as required in subparagraphs 335-7-14-.04(3)(d) and (e), the system may include a statement that explains that although they have detected *E. coli*, they are not in violation of the *E. coli*MCL.

Author: Dennis D. Harrison
Statutory Authority: Code of Ala. 1975, §§22-23-33, 22-22A-5, 22-22A-6.

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335-7-14-.06 Required Additional Health Information.

(1) Each CCR shall include and prominently display the following statement: Some people may be more vulnerable to contaminants in drinking water than the general population. People who are immuno-compromised such as cancer patients undergoing chemotherapy, organ transplant recipients, HIV/AIDS positive or other immune system disorders, some elderly, and infants can be particularly at risk from infections. People at risk should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

(2) A system that detects arsenic above 5 µg/l, and up to and including 10 µg/l shall include the following statement: Arsenic is a naturally occurring mineral known to cause cancer in humans at high concentrations. While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

(3) A system that detects nitrate at levels above 5 mg/l, but below the MCL shall include the following statement: Nitrate in drinking water at levels above 10 ppm is a health risk for infants less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant you should ask advice from your health care provider.

(4) Every report shall contain the following lead-specific information: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. [NAME OF WATER SYSTEM] is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking

water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

(5) Each CCR shall include the following statement concerning dioxin and asbestos monitoring: Based on a study conducted by the Department with the approval of the EPA a statewide waiver for the monitoring of asbestos and dioxin was issued. Thus, monitoring for any of these contaminants was not required.
Author: Joe Alan Power, Edgar K. Hughes, Dennis D. Harrison
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Ed. Note: The Old Rule 335-7-14-.05 was renumbered to 335-7-14-.06 and a new Rule 335-7-14-.05 adopted as new per certification filed October 21, 2014; effective November 25, 2014.

335-7-14-.07 Report Delivery And Recordkeeping.

(1) Each system shall deliver a copy of its CCR and certification form to the Department no later than July 1 of each year for the previous calendar year's information.

(2) A system serving a population of at least 100,000 (˜33,333 customers) shall mail a copy to each customer, make a good faith effort to reach consumers who do not receive bills, and post the CCR on a publicly accessible site on the internet.

(3) A system serving a population of at least 10,000 (˜3,333 customers) shall mail a copy to each customer and make a good faith effort to reach consumers who do not receive a bill.

(4) A system serving a population of at least 500 (˜167 customers) but less than 10,000 (˜33,333 customers) may choose to mail the CCR; publish it in one or more local newspapers provided customers are informed in writing the CCR will not be mailed; or post the CCR on a publically accessible site on the internet and meet the requirements of paragraph (10) of this rule. The CCR shall be published in full in a size readable by the average consumer.

(5) If a system serving a population of less than 500 (˜167 customers) chooses not to mail a copy of its CCR to each customer it, shall provide written notice to each customer that the CCR is available upon request. In addition, a copy of the CCR shall be displayed in a prominent place easily accessible to consumers.

(6) All systems shall provide a copy of its CCR to the health department of the county in which the system or a majority of the system is located.

(7) If a public library is located within five miles of the system office, a copy shall be provided to that library.

(8) If a system's rates are regulated by the Public Service Commission (PSC), a copy of the system's CCR shall be provided to the PSC.

(9) Water systems shall maintain copies of its CCR for a minimum of five (5) years, provide copies at no charge to customers, and make the reports available to the public when requested, at cost if necessary.

(10) A water system may post its CCR on a publically accessible site on the internet instead of mailing a copy to each customer if the following conditions are met:

(a) The water system shall provide a direct link or URL to the CCR to allow customers to navigate directly to the CCR;

(b) The water system shall provide customers the opportunity to elect to continue receiving a paper copy of the CCR. This option shall be made available on each bill sent to the customer, similar to a change in address or pay by credit card option;

(c) The water system shall assess the customers' preferred delivery method each year prior to certification of delivery. The previous year's delivery preference can be used if the customer has not communicated a change in the preference. Completion of this assessment shall be documented on the CCR certification form;

(d) The water system shall still make a good faith effort to provide a paper copy of the CCR to customers who do not receive a bill or are known not to have access to the internet and/or electronic delivery of the CCR;

(e) The water system shall display the direct link or URL to the CCR on each billing statement in a typeface that is at least as large as the largest type on the billing statement. The water system shall include the direct link or URL to the CCR on all correspondence or notifications to the customers;

(f) The water system shall include a short message to encourage readership of the CCR above or near the direct link or URL to the CCR when the most recent CCR includes a violation. If no violation is included in the most recent CCR, the short message to encourage readership is strongly recommended; and

(g) The water system shall send an email with a CCR related subject line to inform customers of the availability of the CCR each year. A copy of the email shall be sent to the Department.

(11) A water system may send an electronic copy of their CCR to their customers via email instead of mail as long as the email list is kept up to date. If a water system sends the CCR via email and it receives a message that the email failed to reach the customer (i.e., it bounced back), the water system shall provide a paper copy of the CCR via mail to that customer.

Author: Joe Alan Power, Edgar K. Hughes, Dennis D. Harrison
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