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## Tips for Submitting Consumer Confidence Reports (CCRs) and Certification Forms

In 2018, the Maine CDC Drinking Water Program (DWP) noticed that there were some issues with the 2017 CCR Certification forms and with how CCRs are provided online to customers. Below are the requirements for filling out the CCR Certification form and providing CCRs to customers online:

- The date that the CCR was distributed to your customers must be provided on the Certification form. For 2018 CCRs that you will submit in 2019, we have moved the field to enter the date of distribution to the bottom of the page by the signature, so that it is easier to see. You can download a blank certification form here:  
<http://www.maine.gov/dhhs/mecdc/environmental-health/dwp/cet/documents/CertificationBlank.pdf>
- If you are using an older version of the Certification form, please get a copy of the new version from the DWP's website. In 2018 we changed the Certification form, and added a signature line for the Designated Operator to certify that the data and required language in the DWP's draft CCR is contained in the CCR that the water system provides to its customers. We must have that part of the certification starting in 2019. You can get a copy of the new version at: <http://www.maine.gov/dhhs/mecdc/environmental-health/dwp/pws/ccrGenerator.shtml>
- If you provide your CCR to your customers through a web link, the link must be a direct link to the CCR, not a link to your webpage where they must navigate to the CCR.
- You must submit a copy of the CCR that you distributed to your customers to the DWP. We need a copy sent to us even if you provide us with a link to your CCR on your website.
- If you provide your CCR to your customers through a web link, you must also submit a copy of the bill, postcard, etc. that you sent to your customers, to the DWP.
- You must provide a copy of your 2018 CCR to your customers by July 1, 2019, and certification to the DWP by October 1, 2019.

Beginning with 2018 CCRs (due to be submitted to the DWP in 2019), we will be returning any that do not have the updated certification form, that don't have the date that the CCR was distributed to customers, that don't have a direct link to the CCR for those that are providing the CCR electronically, that we don't receive a copy of a bill or postcard for CCRs provided online, or if we don't receive an emailed attachment or mailed hard copy of the CCR.

Maine CDC Drinking Water Program