



Arkansas Department of Health

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Governor Asa Hutchinson

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Engineering Section, Slot 37

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4/10/2019

Larry Maness
BOONEVILLE WATERWORKS
232 NORTH KENNEDY
BOONEVILLE, AR 72927

PWS ID 326

RE: 2018 Annual Drinking Water Report (Consumer Confidence Report)

Dear Larry Maness:

Enclosed is your water system's 2018 Consumer Confidence Report (CCR), instructions for distributing it to your customers, and a certification form. **The CCR must be distributed by July 1, 2019.** It is the responsibility of your water system to thoroughly review the report for accuracy.

Your water system is required to distribute your CCR in **one** of the following ways:

1. Electronic Distribution.
2. Publishing the CCR in the local newspaper for a least one day.
3. Mailing or hand delivering to each residential and commercial customers.

Electronic Distribution is the easiest and least costly way to deliver the CCR to your customers. You do not have to have your own website to use this method. Your CCR is already published on the Department of Health's Engineering Section's website, but you have to let your customers know the web address.

I. For Electronic Distribution:

1. Notification that the CCR is available on a website must be provided to each customer in writing, either as an insert or printed on the water bill. The water system must provide a direct URL to the CCR. You can use the exact wording below:

**Your Annual Drinking Water Quality Report is available at
www.healthy.arkansas.gov/eng/ccr/326.pdf
Copies are available upon request from our office.**

YOUR DIRECT URL LINK TO VIEW THE CCR IS AS FOLLOWS:

www.healthy.arkansas.gov/eng/ccr/326.pdf

2. Documentation of the water bill or notification that will be delivered to the customers must be delivered to our office, **prior to sending to customers.**
3. If the water system is aware that its customers are unable to receive CCRs electronically, it must provide a paper CCR using one of the traditional delivery methods.
4. Two reminders must be sent to customers alerting them that the CCR is available electronically, **and one reminder must be sent before July 1st.**

II. SPECIAL RULES FOR NEWSPAPER PUBLICATION:

The following additional requirements **must** be met for distribution by publication in the newspaper:

1. **Prior to publication** you must notify customers that the CCR will not be mailed, and that copies of the report are available from your office upon request. Placing the following statement on your customers' water bills prior to newspaper publication is sufficient notification:

Our Annual Drinking Water Quality Report will not be mailed to you, and will be published in the _____ on _____. Copies of the report will be sent to you from our office on request.

2. **This pre-publication notification must be sent to this office prior to publication.**

Note to systems publishing the CCR in a newspaper: The CCR enclosed is the actual size as it will appear in the newspaper. Get a cost estimate before committing to newspaper publication.

III. GOOD FAITH EFFORT TO REACH CONSUMERS WHO DO NOT RECEIVE WATER BILLS

EPA requires that your system make a good faith effort to get the CCR to consumers who do not receive water bills, such as renters and out-of-town workers. Some of the methods you may want to use include mailing multiple copies for posting to apartment complexes and large employers.

IV. CERTIFICATION FORM

1. **The enclosed Certification Form must be filled out and sent to our office on or before July 1, 2019.**
2. The Form must also be accompanied by a copy of the CCR you distributed.
3. **If you published the CCR in the Newspaper, it must be accompanied by the actual page of the newspaper (NOT A COPY) on which the CCR was printed.**

Make sure your water system understands and meets the above requirements in order to avoid redistribution of the CCR and to avoid receiving a violation for inadequate reporting.

Your water system is required to maintain a copy of its Consumer Confidence Report for three (3) years.

If you have any questions or need assistance, please call Doug Dawson or Maygun Butler at 501-661-2623, fax at 501-661-2032, or e-mail at safewater@arkansas.gov. Please put CCR in the subject line.

Sincerely,

Doug Dawson

Doug Dawson, Environmental Health Specialist

ATTN: Doug Dawson