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| **2024 Consumer Confidence Report (CCR) Certification Form** |

**Water System Name:\_Town of Pinebluff Well Water System\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Water System No.: 0 3 - 6 3 – 0 3 0 Report Year: 2024 Population Served: 2054**

The Community Water System (CWS) named above hereby confirms that all provisions under 40 CFR parts 141 and 142 requiring the development of, distribution of, and notification of a consumer confidence report have been executed. Further, the CWS certifies the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency by their NC certified laboratory. In addition, if this report is being used to meet Tier 3 Public Notification requirements, as denoted by the checked box below, the CWS certifies that public notification has been provided to its consumers in accordance with the requirements of 40 CFR 141.204(d)**.**

**Certified by: Name: \_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **Phone #: \_\_\_\_**

**Delivery Achieved Date: \_\_\_\_\_\_\_\_\_\_\_\_ Date Reported to State: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**The CCR includes the mandated Tier 3 Public Notice for a monitoring/reporting violation (check box, if yes).**

Check **all** methods used for distribution (see instructions on back for delivery requirements and methods):

* A copy the full report was sent to all customers via the following method(s):

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| --- | --- | --- |
| US Mail | Hand Delivery | Email *(A copy of the email must be submitted with the report.*) |

* Notification of the availability of the full report was delivered to all customers via the following method(s): (*A copy of the notice must be submitted with the report.*)

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| --- | --- | --- | --- |
| US Mail | Hand Delivery | Email | Posting (*location must be specified in the good faith efforts section.*) |

* **“Good faith” efforts** (in addition to one of the above required methods) were used to reach non-bill paying consumers such as industry employees, apartment tenants, etc. These efforts included the following methods:
  + posting the CCR on the Internet at URL: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + mailing the CCR to postal patrons within the service area
  + advertising the availability of the CCR in news media (attach copy of announcement)
  + publication of the CCR in local newspaper (attach copy of newspaper)
  + posting the CCR in public places such as: (attach list if needed) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + delivering multiple copies to single bill addresses serving several persons such as: apartments, businesses, and large private employers
  + delivery to community organizations such as: (attach list if needed) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Note:** Use of social media (e.g., Twitter or Facebook) or automated phone calls DO NOT meet existing CCR distribution methods under the Rule.

**INSTRUCTIONS for Water System (**Remove this page prior to distribution.**)**

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| 1. Create your 2024 CCR using the template and instructions on the following pages |
| * **Make sure all instructions are removed when report is complete. Instructions are in blue text with \*\* symbols at the beginning of each paragraph. The \*\* symbols are included in case the blue color is not visible.** * Systems that have a large proportion of non-English speaking customers must include information in the appropriate language(s) regarding the importance of the report or provide 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. * It is best to remove all non-detected contaminants and all contaminants not required to be monitored by the water system from the report. This will make the report shorter, so that it is easier to read and less expensive to print. If you wish to include non-detected contaminants in your report, the CCR Rule requires that all detected and non-detected contaminants be presented in separate tables. * A detected contaminant stays in the report from year to year until the particular contaminant is tested again, in which case, the result may either be modified, if detected again, or removed, if not detected. No data older than 5 years needs to be included. |
| 1. Distribute your 2024 CCR to customers through direct delivery |
| |  |  | | --- | --- | | **CCR DELIVERY METHOD** | **METHOD DESCRIPTION** | | Mail – paper copy | CWS mails a paper copy of the CCR to each bill-paying customer. | | Hand deliver – paper copy | CWS hand delivers a paper copy of the CCR to each bill-paying customer. | | Mail – notification that CCR is available on web site via a direct URL | CWS mails to each bill-paying customer a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed. A URL that navigates to a web page that requires a customer to search for the CCR or enter other information does not meet the “directly deliver” requirement. The mail method for the notification may be, but is not limited to, a water bill insert, statement on the water bill or community newsletter. A copy of the notice of the direct URL must be submitted to the State with the CCR and Certification Form. | | Email – direct URL to CCR | CWS emails to each bill-paying customer a notification that the CCR is available and provides 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 or enter other information does not meet the “directly deliver” requirement. This method may only be used for customers when a CWS has a valid email address to deliver the CCR electronically. A copy of the email must be submitted to the State with the CCR and Certification Form. | | Email – CCR sent as an attachment or embedded image | CWS emails the CCR as an email attachment [e.g., portable document format (PDF)] or emails the CCR text and tables inserted into the body of an email. This method may only be used for customers when a CWS has a valid email address to deliver the CCR electronically. A copy of the email must be submitted to the State with the CCR and Certification Form. | | Additional electronic delivery that meets “otherwise directly deliver” requirement | CWS delivers CCR through a method that “otherwise directly delivers” to each bill-paying customer and in coordination with the primacy agency. This category is intended to encompass methods or technologies not included above. CWSs and primacy agencies considering new methods or technologies should consult with the EPA to ensure it meets the intent of “otherwise directly deliver.” |  * **Systems serving 100,000 or more persons must** post the CCR on a publicly accessible Internet site using a direct URL that immediately opens to the full report. * **Systems serving 10,000 or more persons must** distribute the CCR using a delivery method in the table above. * **Systems serving less than 10,000 persons but more than 500 persons** **must either**: (1) distribute the CCR using a delivery method in the table above **OR** (2)notify their customers that the CCR is not being mailed, but it will be in what newspaper(s) and when (attach copy of notice). The complete CCR should be printed in the local newspaper, and a copy of the CCR must be made available upon request. *(The*   *2nd option is not acceptable if using the CCR for Tier 3 Public Notification!)*   * **Systems serving 500 or fewer persons must either:** (1) distribute the CCR using a delivery method in the table above **OR** (2) notify their customers that the CCR is not being mailed, and a copy of the CCR must be made available upon request. *(The 2nd option is not*   *acceptable if using the CCR for Tier 3 Public Notification!)* A copy of the notice must be submitted to the State with the CCR and Certification Form.  **Note**: **Note**: Use of social media or automated phone calls DO NOT meet existing CCR distribution methods under the Rule**.** |
| 1. Submit and certify a copy of the CCR and all supporting documentation (copy of notice, email, or bill example) through our ECERT Online Certification application in one PDF file |
| **ECERT Online Certification and Submittal of CCR:** <https://pws.ncwater.org/ECERT/pages/default.aspx>  The certification form on the previous page is not required for CCRs submitted through ECERT. For assistance with accessing ECERT please email [PWSS.CCR@deq.nc.gov](mailto:PWSS.CCR@deq.nc.gov) or go to<https://pws.ncwater.org/ECERT/pages/CCRHELP.pdf>. If a Tier 3 Public Notice is included in the report, you must submit to both the CCR and PN modules in ECERT to certify both requirements have been met.  **If you do not have access to the internet**, you can mail your CCR, Certification form, and supporting documentation to: *Public Water Supply Section, 1634 Mail Service Center, Raleigh, NC 27699-1634, Attn: CCR Rule Manager*. |