



# Arkansas Department of Health

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**Governor Asa Hutchinson**

**Nathaniel Smith, MD, MPH, Director and State Health Officer**

Engineering Section, Slot 37

[www.Healthy.Arkansas.gov/eng/](http://www.Healthy.Arkansas.gov/eng/)

Ph 501-661-2623

Fax 501-661-2032

After Hours Emergency 501-661-2136

**April 3, 2019**

Sandra Valdez  
Mid-Arkansas Utilities PWA  
26975 Hwy 107  
Cabot, AR 72023

PWS ID 725

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

Dear Sandra Valdez:

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. 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/725.pdf](http://www.healthy.arkansas.gov/eng/ccr/725.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/725.pdf](http://www.healthy.arkansas.gov/eng/ccr/725.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 1<sup>st</sup>.**

## **II. 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.

## **III. 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.

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](mailto:safewater@arkansas.gov). Please put CCR in the subject line.

Sincerely,

*Doug Dawson*

Doug Dawson, Environmental Health Specialist

ATTN: Doug Dawson

## **2018 CONSUMER CONFIDENCE REPORT (CCR) CERTIFICATION FORM**

WATER SYSTEM NAME: **Mid-Arkansas Utilities PWA**

WATER SYSTEM ID #: **725 11148 Persons**

**IMPORTANT: Attach a complete copy of your water system's CCR exactly as it was distributed to your customers, even if the report was prepared by our office.**

**Reminder:** Distribution is based on retail population served, not the number of meters or the population of your city or town.

The community water system named above hereby confirms that its Consumer Confidence Report has been distributed to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency.

**CERTIFIED BY:** Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

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

**Our 2018 Consumer Confidence Report was distributed by (check all that apply – don't forget to include dates):**

Mail or other direct delivery (**date**) \_\_\_\_\_

Hand delivery (date) \_\_\_\_\_

Electronic Distribution

Mail - Notification that CCR is available on website via a direct URL

Customers were notified of electronic distribution with the following language: ***Our Annual Drinking Water Quality Report is available on-line at \_\_\_\_\_ . Copies of the report will be sent to you from our office upon request.***

Copy of water bill or other notification of the above distribution notification **must be sent** to this office prior to electronic distribution. **Date sent:** \_\_\_\_\_

Posting on a publicly accessible Internet site at the address:  
**www.** \_\_\_\_\_ (**date**) \_\_\_\_\_

Delivery to community organizations (attach a list) (date): \_\_\_\_\_

**Important:** We made a "Good Faith Effort" to reach all non-bill receiving customers (such as renters and employees of large employers) was made by (use a supplemental sheet if necessary):  
\_\_\_\_\_

**Your water system's completed Certification of Distribution (this form) must be received by the Engineering Section by July 1, 2019. Return the completed form, along with a copy of the Consumer Confidence Report, to the following address:**

Arkansas Department of Health  
Engineering Section, Slot 37  
4815 West Markham  
Little Rock, AR 72205-3867