



Ohio Administrative Code

Rule 3745-96-04 Consumer confidence report delivery and recordkeeping.

Effective: October 26, 2015

(A) Each community water system shall mail or otherwise directly deliver one copy of the report to each customer.

(B) The community water system shall make a good faith effort to reach consumers who do not receive water bills. A good faith effort will be tailored to the consumers who are served by the community water system but are not bill-paying customers, such as renters and workers. A good faith effort to reach consumers shall include a mix of methods appropriate to the particular system such as: posting the reports on the internet; mailing to postal patrons in metropolitan areas; advertising the availability of the report in the news media; publication in a local newspaper; posting in public places such as cafeterias or lunch rooms of public buildings; delivery of multiple copies for distribution by single-biller customers such as apartment buildings, condominium complexes and large private employers; and delivery to community organizations.

(C) By July first annually, each community water system shall provide to the director all of the following information:

(1) A copy of the report.

(2) A distribution certification, on a form acceptable to the director, certifying that the report has been distributed to customers, a good faith effort to reach non-bill paying customers has been completed, and that the information is correct and consistent with the compliance monitoring data previously submitted to the director.

(D) Each community water system shall make its reports available to the public upon request.

(E) Each community water system serving one hundred thousand or more consumers shall post its current year's report to a publicly-accessible site on the Internet for at least a one year period.



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(F) Any community water system subject to this chapter shall retain copies of its consumer confidence report for no less than three years.