



Consumer Confidence Report Certification

For calendar year 2013

A. PWS Information

Important: When filling out forms on the computer, use only the tab key to move your cursor - do not use the return key.



Chester Water Department
PWS Name

Chester, MA
City /Town

The community water system named above hereby certifies that its Consumer Confidence Report (CCR) was distributed to customers, appropriate agencies, and notices of availability have been given in compliance with 310 CMR 22.16A. Furthermore, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to MassDEP.

I certify under penalty of law that I am the person authorized to fill out this form and the information contained herein is true, accurate, and complete to the best of my knowledge and belief.

1059000
PWS ID#

Patricia D. Carlino
Name

Town Administrator
Title

413-354-7760
Phone #

June 30, 2014
Date

Date

Signature of Owner/Responsible Party or Certified Operator

B. Public Notice Certification

CCR delivery by newspaper or postings does not meet PN requirements. PN must be directly delivered (by hand, land, electronic).

Is this system using this CCR to provide **Tier 3**

Public Notice? Yes No

Consultation date with MassDEP

Name the Violation

The PN can be found on page
paragraph of the CCR.

Date violation occurred

I am reporting multiple Tier 3 PNs. I have listed the additional PN information on page 3 of this form.

The public water system indicated above hereby affirms that a Tier 3 public notice has been provided within this CCR to consumers in accordance with 310 CMR 22.16(4) including: delivery, content, format requirements, notification deadlines, and that the public water system will meet future requirements for notifying new billing units and new customers of the violation.

If you did not sell water to another community PWS skip Section C.

C. For Systems Selling Water to Other Community Water Systems

My system delivered the applicable information required at 310 CMR 22.16A(4), to the buying system(s) no later than April 1st of this year, or by the mutually agreed upon date specifically included in a written contract between the parties.

ALL distribution (posting, land or e-delivery, publication, and good faith efforts) must be completed on or before July 1st. When July 1st lands on a weekend or holiday, delivery must be completed earlier to meet the deadline.

D. Consumer Delivery Methods – Based on Population Served

For systems serving fewer than 500 persons:

(Choose #1 or #2)

Date of delivery/publication

1. My system used one or more of the following methods to notify customers that the CCR would **not** be mailed directly to them and is available to them upon request. (A copy of the notice is attached).

Land mail Door-to-door Newspaper eMail Post notices

Locations of posted notices

2. My system provided a copy of the CCR to each customer by one of six of the following methods:

Published the full CCR in a local newspaper (a copy of the published report is attached).

Land mailed or hand-delivered the CCR to consumers.

When email is used for delivery, any returned emails must be redelivered

by land delivery ideally within 3 days but before July 1.

eMailed with PDF of CCR eMailed with embedded CCR

Land mailed or eMailed a notice of availability of the CCR with a direct URL

List URL

Instructions for customers to request a hard copy must also be included in e-delivery.

For systems serving between 500 and 9,999 persons:
(Choose #1 or #2)

6/30/2014

Date of delivery/publication

1. My system provided a copy of the CCR to each customer by
- Land mail eMail with PDF eMail with embedded CCR
 - Land mailed or eMailed a notice of availability of the CCR with a direct URL

List the URL if used.

2. My system provided the CCR to each customer by publishing the full report in a newspaper (a copy of the published CCR is attached) and provided notice to consumers of this action by either:
- Published a notice of this in a local newspaper
 - Land mailed a notice of this to consumers.
 - e-Mailed a notice of this to consumers.

For systems serving 10,000 or more persons:

Date of delivery/publication

- My system provided a copy of the CCR to each customer by:
- Land mail eMail with PDF e-Mail with embedded CCR
 - Land mailed or eMailed a notice of availability of the CCR with a direct URL

List the URL if used.

- In addition to one of the delivery methods checked above, my system serves greater than 100,000 persons and, as required, has posted the CCR on a publicly accessible Internet site:
- www. _____

List the URL used

E. Good Faith Delivery Methods (minimum of 3 is required)

To reach people who drink our water but are not billed customers the following were conducted in addition to the required delivery:

- Posted the CCR on a publicly accessible Internet site at the following address. (Only for systems under 100,000 population who did not use this method as their primary method)
- www.townofchester.net

List the URL used.

- Mailed the CCR to all postal patrons within the service area (list of zip codes used is attached).

- Mailed a postcard listing the URL where the CCR can be found, to all postal patrons within the service area (list of zip codes used is attached).

www. _____

List the URL used.

- Advertised availability of the CCR in the following news media (a copy of the announcement is attached):
- Radio Newspaper Television / cable Social media
 - Digital signboard

- Published the CCR in local newspaper (a copy of the published CCR is attached).

- Posted the CCR in public places i.e., post office, town hall, library (a list of locations is attached).

- Delivered multiple CCR copies to single-bill addresses serving several persons i.e., apartments, businesses, large private employers (a list of locations is attached).

- Delivered multiple CCR copies to community organizations (A list of organizations is attached.)
- Posted the CCR or a notice of availability in the lobby of apartment complexes (list of the locations is attached).
- _____
Other

All systems must complete all 4

F. Mandatory Agency Delivery Requirements

Agencies and consumers must receive CCR on or before July 1.

- | | | |
|-------------------------------------|--|------------------------------------|
| <input checked="" type="checkbox"/> | 1. Delivered 1 copy of CCR and the Certification Form to local board of health. (Contact your board of health as to whether they would prefer land or e-delivery of CCR.) | <u>6/30/2014</u>
Date completed |
| <input checked="" type="checkbox"/> | 2. Delivered 1-copy of CCR and the Certification Form to MA Dept. of Public Health.
<input type="checkbox"/> Hardcopy to: 250 Washington St.; Boston, MA 02108 or
<input checked="" type="checkbox"/> PDF e-delivered to: dph.ccr@massmail.state.ma.us | <u>6/30/2014</u>
Date completed |
| <input type="checkbox"/> | 3. Delivered 1-copy of CCR, the Certification Form, and all the attachments check-marked in this form to MassDEP Boston Office at:
<input type="checkbox"/> Hardcopy to: CCR Program, 1 Winter St. -5 th Fl.; Boston, MA 02108 or
<input checked="" type="checkbox"/> PDF e-delivered to: Program.Director-DWP@state.ma.us . Type "CCR" in subject line. | <u>6/30/2014</u>
Date completed |
| <input type="checkbox"/> | 4. Delivered 1-copy of CCR, the Certification Form, and all the attachments check-marked in this form to the your MassDEP regional office at:
<input type="checkbox"/> Hardcopy to: MassDEP-WERO; Statehouse West 4 th Floor; 436 Dwight Street.; Springfield, MA 01103 or
<input checked="" type="checkbox"/> e-delivered to the above MassDEP Boston email address*
<input type="checkbox"/> Hardcopy to: MassDEP-CERO; 627 Main St.; Worcester, MA 01608 or
<input checked="" type="checkbox"/> e-delivered to the above MassDEP Boston email address*
<input type="checkbox"/> Hardcopy to: MassDEP-NERO; 205-B Lowell St.; Wilmington, MA 01887 or
<input checked="" type="checkbox"/> e-delivered to the above MassDEP Boston email address*
<input type="checkbox"/> Hardcopy to: MassDEP-SERO; 20 Riverside Dr.; Lakeville, MA 02347 or
<input checked="" type="checkbox"/> e-delivered to the above MassDEP Boston email address* | <u> </u>
Date completed |

*Only one email is necessary. If the CCR is e-delivered to the Boston office it will also be accessible to the regional office as well. No need to e-deliver to regional office.