

2023 CONSUMER CONFIDENCE REPORT (CCR) CERTIFICATION

Community Water System Name: DURAND WATERWORKS
Community Water System ID: 64701076

You must complete and send this form, along with an actual copy of the CCR, by July 1, 2024 to your Regional DNR Drinking Water Representative at the following address:

ALEJANDRO AVALOS, DNR SERVICE CENTER, 3550 MORMON COULEE RD, LA CROSSE, WI 54601, 608-790-5907

I confirm that this system's Consumer Confidence Report was distributed to customers as indicated below and information contained in the CCR is correct and consistent with compliance data submitted to DNR.

Certified by:

(Name, Title) **Matthew Gilles – Director od Public Works** (Date) **5/9/24**
(Phone) **715-672-8770 Ext 4** (E-mail address) **mgilles@durandwi.gov**

Required Delivery: This system has 501-10,000 consumers. In addition to making the CCR available to the public upon request, **at least one** of the following delivery methods is required. Check the option that was completed and include the required information. *Electronic delivery requires completion of additional information on back page.

Option 1 - CCR was distributed by mail or direct delivery to all customers served by the water system.
List method and date of delivery: _____

Option 2 - CCR was distributed electronically to all customers served by the water system. Identify the method of electronic delivery used from the back page and submit the required information.

Option 3 -CCR was published in a local newspaper **and** each customer served by the water system was informed in newspaper, water bill or other method that CCR will not be mailed but is available upon request.

List method of notification that CCR will not be mailed: **Printed on the Water Bill**
Attach copy, name of publication and date.

Option 4 - CCR was distributed by mail, electronically or direct delivery to all customers served by the water system **and** CCR was also published in a local newspaper.

List method and date of delivery: _____
Attach copy, name of publication and date.

Good Faith Effort: If you have any non-bill paying consumers (e.g., business customers, renters, workers) you must make good faith effort to also reach these water users. **At least one** of the following methods is required, in addition to the method(s) selected above for your population. The same method may not be used for both this section and the section above. **Check all that were completed and attach the required information.**

Published CCR in local newspaper. Copy attached.

Posted CCR in public places. List of locations attached.

Advertised availability of CCR upon request. Announcement attached. **Printed on Water Bill**

Posted CCR on the Internet at: **http://www.durand-wi.com**

Mailed CCR to postal patrons in service area. Zip codes used are attached.

Delivered multiple CCR copies to single bill addresses serving apartments, businesses, and large employers, etc. List of addresses attached.

Delivered CCR to community organizations. Attach list.

Other. Description attached.

Electronic Delivery: If electronic delivery was used in lieu of mailing the CCR, you must provide the additional information outlined on the back page.

Electronic Delivery Information - check which method of electronic delivery was used:

_____ **Option 1** - A bill or other mailing to customers contained a link (URL) that takes the reader directly to the CCR. The URL was prominently displayed in the mailing. It included an option for the customer to request a paper CCR and included a statement about water quality to promote readership. In addition, a separate notification was given to customers who use electronic payment, since not all customers who electronically pay their bills may receive a paper bill or open a paper bill if they do receive it.

_____ A copy of the bill or mailing is attached.

_____ A copy of the notification given to customers who use electronic payment is attached.

_____ **Option 2** - An e-mail was sent to consumers containing a link (URL) that takes the reader directly to the CCR. The e-mail included a statement encouraging readership. It also instructed how to request a paper CCR. E-mails that bounced back as undeliverable were addressed by sending the customer a CCR by another direct delivery method.

_____ A copy of the e-mail message is attached.

_____ Undeliverable e-mail messages were addressed by doing the following: _____.

_____ **Option 3** - An e-mail was sent to consumers containing an electronic copy of the CCR as an attachment in a format that can be viewed without paying for additional software (e.g., PDF format). The e-mail included a statement encouraging readership. It also instructed how to request a paper CCR. E-mails that bounced back as undeliverable were addressed by another direct delivery method.

_____ A copy of the e-mail message is attached.

_____ Undeliverable e-mail messages were addressed by doing the following: _____.

_____ **Option 4** - An e-mail was sent to consumers containing the CCR as text and tables within the message. The e-mail included a statement encouraging readership. It also instructed how to request a paper CCR. E-mails that bounced back as undeliverable were addressed by sending the customer a CCR by another direct delivery method.

_____ A copy of the e-mail message is attached.

_____ Undeliverable e-mail messages were addressed by doing the following: _____.