



**American Water Works
Association**

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The Authoritative Resource for Safe Water[®]

Utility Alert

TO: AWWA Member Utilities
FROM: AWWA Government Affairs
DATE: October 1, 2010

Who: Drinking Water Utility Managers
What: Survey on electronic communications and Consumer Confidence Reports
When: Please complete by October 22

The American Water Works Association (AWWA) is exploring the ability of drinking water utilities to communicate electronically with their customers through a variety of delivery methods. As part of that research AWWA is considering conducting a pilot study on electronic Consumer Confidence Reports (CCRs) as an alternative to traditional delivery, and is looking for drinking water utilities who would be interested in participating.

With that in mind, AWWA is conducting a survey regarding drinking water utilities' current electronic communications practices, and to gauge interest in a pilot study on electronic distribution of CCRs. The information collected will inform AWWA's approach to a possible pilot study.

Your participation in this survey is critical. To participate, click on the link below. The survey takes less than five (5) minutes to complete.

<https://www.surveymonkey.com/s/CCR-Survey>

The electronic survey will remain open until Friday, October 22, 2010.

Questions? Contact Cynthia Lane in the AWWA Washington Office at (202) 326-6122 or clane@awwa.org.