




Consumer Confidence Report Certification

For calendar year 2024

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.



Palmer Water District # 1	1227.000
PWS Name	PWS ID
Palmer	4700
City /Town	Max population
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.	James Ammann
<i>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.</i>	Name
	Per Diem Employee
	Title
	413-283-8411
	Phone
	Jammann@Palmerwaterdistrict.org
	E-Mail
	6/17/25
	Date
	
	Signature of Owner/Responsible Party or Certified Operator

B. Public Notice Certification

VSS PWS note: if you deliver your CCR by newspaper or postings, that method will not meet PN requirements. You must directly deliver your PN by hand, land mail, or email.

Is this system using this CCR to provide Tier 3 Public Notice to their customers? Yes No

The PN is for a: Violation UCMR Other

Turbidity Violation

List other

1/27/25

Consultation date

1/27/25

00016944

Date of PN Occurrence NON-Number

Did you have a consultation with MassDEP? Yes No

The PN can be found on page 4 of the CCR.

I am reporting multiple Tier 3 PNs. I have listed the additional PN information at the end 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(3), 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.

D. Annual Cross Connection Education

Is this CCR being used for your system's annual cross-connection education? Yes No
If no, what methods did you use to meet your annual CCCP requirements (citation)?

ALL distribution (posting, land mail, or e-delivery, publication, and good faith efforts) must be completed on or before July 1st.

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

When a URL is used it must be a *direct* link to the document; no other clicks allowed.

E. 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 their CCR would not be mailed directly to them but is available to them upon request. (the notice is attached)

Land-mail Door-to-door Newspaper eMail Posted notices

Locations of posted notices

2. My system provided a CCR to each customer by the following method(s):

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

Land-mailed or hand-delivered the CCR to consumers.

e-Mailed with the CCR either embedded in the email or attached as a PDF. (e-mail is attached)

Posted the CCR on the web and sent the direct URL to customers by way of land-mail or email (notice/postcard is attached).

List URL

For systems serving 500 to 9,999 persons:

(Choose either #1 or #2)

Date of delivery/publication:

1. My system provided a copy of the CCR to each customer by:

Land-mail e-Mail with PDF of CCR e-Mail with embedded CCR

Sent a notice (by land or e-mail) containing a *direct* URL to customers (copy is attached)

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 e-Mail with PDF e-Mail with embedded CCR

Sent a notice (by land or e-mail) containing a *direct* URL to customers

List the URL if used.

- For systems serving greater than 100,000 population: In addition to one of the delivery methods checked above, we have posted the CCR on a publicly accessible Internet site as required.

WWW.

List the URL used

F. Good Faith Delivery Methods (minimum of 3 is required for any sized systems)

Good Faith efforts are *in addition* to your primary method of delivery.

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.https://www.townofpalmer.com/vertical/sites/%7B034F9CAE-5196-4551-90C2-FBFD76374BDB%7D/uploads/2024_CCR_Report.pdf](https://www.townofpalmer.com/vertical/sites/%7B034F9CAE-5196-4551-90C2-FBFD76374BDB%7D/uploads/2024_CCR_Report.pdf)

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.https://www.townofpalmer.com/index.asp?SEC=861D8338-E4FF-462D-8315-4D720E707CDA&Type=B_BASIC](https://www.townofpalmer.com/index.asp?SEC=861D8338-E4FF-462D-8315-4D720E707CDA&Type=B_BASIC)

List the URL used.

Advertised availability of the CCR in the following news media (the announcement is attach):

Radio Newspaper Television / cable Social media Digital signboard

Published the CCR in local newspaper (attach the published CCR).

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

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

Delivered multiple CCR copies to community organizations (list of organizations is attached.)

Posted the CCR or a notice of availability at locations within the apartment/condo complex (list of the locations is attached).

Deliver CCR to new residents when they move in.

Other

G. Mandatory Agency Delivery Requirements

All systems must submit CCR to these three agencies

1. **Local Board of Health** 6/17/2025
 Deliver 1 copy of CCR and the Certification Form (Contact your board of health as to whether they would prefer hardcopy or e-delivery of CCR.) Date completed

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

2. **MA Dept. of Public Health** 6/17/2025
 Deliver 1-copy of CCR and the Certification Form Date completed
 PDF emailed to: dph.ccr@massmail.state.ma.us
 or
 Hardcopy to: 250 Washington St.; Boston, MA 02108

For e-delivery, scan documents into one PDF file. Make sure Cert Form is first with CCR following it.

3. **MassDEP Boston Office*** 6/17/2025
 Deliver 1 copy of CCR, the Certification Form, and all needed attachments Date completed
 PDF emailed to: Program.Director-DWP@Mass.gov.
 Label it [PWSID-PWS Name-year-CCR]

Or in case of hardship:

Hardcopy to: MassDEP-CCR Program, 100 Cambridge St. Ste 900; Boston, MA 02114

*The preferred delivery method is email.

--Do not send to MassDEP regional offices--
 Only Boston is accepting CCRs

