


Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Dublin San Ramon Services District

Water System Number: 0110009

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 5/1/2019 – 6/15/2019 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by: Name: Dan Martin
Signature: 
Title: Water/Wastewater Systems Operations & Maintenance Supervisor
Phone Number: (925) 875-2367 Date: 10/01/2019

To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:

- ☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- ☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - ☒ Posting the CCR at the following URL: www.dsrsd.com/water-quality-report
 - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - ☐ Advertising the availability of the CCR in news media (attach copy of press release)
 - ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
 - ☒ Posted the CCR in public places (listed below)
 - ☒ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
 - ☒ Delivery to community organizations (listed below)
 - ☐ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
 - ☐ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
 - ☐ Other (attach a list of other methods used)
- ☒ *For systems serving at least 100,000 persons:* Posted CCR on a publicly-accessible internet site at the following (attached) URL: www.dsrsd.com/water-quality-report
- ☐ *For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

Consumer Confidence Report Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

- ☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attached). URL: www.dsrsd.com/water-quality-report
- ☒ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attached). URL: www.dsrsd.com/water-quality-report
- ☐ Water system emailed the CCR as an electronic file email attachment.
- ☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- ☐ Requires prior DDW review and approval. Water system utilized other electronic delivery method that meets the direct delivery requirement.

Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

DSRSD published its 2018 Annual Water Quality Report in a web-friendly PDF format that can be printed on standard. The report was posted www.dsrsd.com/water-quality-report on the DSRSD website on April 29, 2019, along with a home page feature that linked directly to it. The report is available year around in the District's website library under "Environmental Permits and Monitoring Reports." A "Water Quality" webpage also links to the report.

Approximately 16,940 customers received the direct URL via a bill insert in their May or June water bills. An additional 8,435 customers that receive their bills by email received a separate, non-billing email containing the direct URL www.dsrsd.com/water-quality-report on May 10, 2019. The District's customer service staff followed up on 50 returned emails and distributed the notice by phone, letter, or email to a corrected address by May 15, 2019.

The required notices were translated into Spanish and Chinese (based on 2010 U.S. Census data indicating more than 1,000 non-English-speaking residents of Chinese descent in the DSRSD water service area) and featured prominently on the report, bill insert, and emailed notices.

To reach non-bill-paying water consumers, between May 15 and May 20, 2019, DSRSD mailed or delivered a gummed pad of 50 bill inserts, suitable for tabletops and bulletin boards, to 35 master- metered multi-family complexes, a U.S. Army base, a federal prison, senior centers, public libraries and city offices in Dublin and San Ramon. DSRSD also posted notice of the report's availability via the social media outlet, Nextdoor.com, Facebook and Twitter.

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c) of the California Code of Regulations.

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Dublin San Ramon Services District

Water, wastewater, recycled water

Select Language

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Home

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Outreach

Do Business With Us

Careers

How To...

YOUR ANNUAL WATER QUALITY REPORT

AN INSIGHT INTO YOUR WATER

Read our report to learn where your water comes from, what it contains, and how it measures up to state and federal standards.

Pay Your Bill

Report a Problem

AquaHawk

Board Meetings & Agendas

Library

MEETINGS & EVENTS

Board Meeting

Jun 18, 2019

Board Meeting

Jul 2, 2019

Independence Day Holiday: District Office Closed

Jul 4, 2019

Board Meeting

Jul 16, 2019



Does Your Water Taste Different?

Learn about harmless seasonal changes >>

NEWS

PUBLIC NOTICE

Adopted Ordinance Establishes a By-Division System for Electing District Directors

May 28, 2019



Foul Air Line Rehabilitation to Reduce Future Odors

Apr 19, 2019

NEWS RELEASE

Learn About Higher Wastewater Flows in Rainy Months

Apr 1, 2019

www.dsrdsd.com/home/showdocument?id=6833



YOUR WATER QUALITY REPORT IS AVAILABLE ONLINE

Each year Dublin San Ramon Services District provides customers with an *Annual Water Quality Report* that compares the quality of our drinking water with state and federal standards. We publish the report online to reduce costs and save paper and energy and mail printed copies on request.

Visit www.dsrsd.com/water-quality-report to read or print the report.

To request a printed copy, email CustomerService@dsrsd.com or call (925) 828-8524.

This notice contains instructions for you to obtain important information about your drinking water. Translate it, or speak with someone who understands it.

Este reporte contiene las instrucciones mas recientes para obtener informacion importante sobre su agua potable. Traducir, o hablar con alguien que lo entienda.

本通知書包含取得飲用水相關重要資訊的指示。
請翻譯其中的內容，或是諮詢瞭解內容的相關人士。

Attention landlords and businesses:

Share this information with tenants, employees, and other water users at your location who do not receive a DSRSD water bill.



**Dublin San Ramon
Services District**

Water, wastewater, recycled water

2018 Annual Water Quality Report Mass Email



Wed 6/5/2019 3:59 PM

*DoNotReplyMailer Account

FW: IMPORTANT MESSAGE – Your 2018 Annual Water Quality Report Is Now Available

To: Lori Martin

From: *DoNotReplyMailer Account

Sent: Friday, May 10, 2019 10:06 AM

To: 'nishatfathima@hotmail.com' <nishatfathima@hotmail.com>

Subject: IMPORTANT MESSAGE – Your 2018 Annual Water Quality Report Is Now Available

IMPORTANT MESSAGE – Your 2018 Annual Water Quality Report Is Now Available

Your Dublin San Ramon Services District **2018 Annual Water Quality Report** is now available. Please go to <http://www.dsrsd.com/water-quality-report> to learn important information about the quality and sources of your drinking water. To request a printed copy, email CustomerService@dsrsd.com or call (925) 828-8524.

This notice contains instructions for you to obtain important information about your drinking water. Translate it, or speak with someone who understands it.

Este reporte contiene las instrucciones mas recientes para obtener informacion importante sobre su agua potable. Traducir, o hablar con alguien que lo entienda.

本通知書包含取得飲用水相關重要資訊的指示。
請翻譯其中的內容，或是諮詢瞭解內容的相關人士。

You must have Adobe Acrobat Reader Version 8.0 or higher installed on your computer to view the report. If you do not have it, you can get it for free at <http://get.adobe.com/reader>.

2018 Annual Water Quality Report on Social Media

Communications Specialist Lea Blevins, Dublin San Ramon Services Distr...

Annual Water Quality Report

Dublin San Ramon Services District's 2018 Annual Water Quality Report is now available on our website: <https://www.dsrds.com/home/showdocument?id=6833>

Follow the link to learn more about where your water comes from, what it contains, and how it measures up to state and federal standards. DSRSD works with Zone 7 Water Agency, the Tri-Valley's water wholesaler, to provide safe and reliable drinking water 24 hours a day, every day.



DSRSD.COM

1 May · Subscribers of Dublin San Ramon Services District in 2 areas

Reply 2 4 2823 Impressions

Nextdoor

Dublin San Ramon Services District - DSRSD

Published by Lea Blevins [?] · May 1 ·

DSRSD's Annual Water Quality Report for 2018 is now available on our website: <https://www.dsrds.com/home/showdocument?id=6833>

Click to learn more about where your water comes from, what it contains, and how it measures up to state and federal standards. 💧 We work with our water wholesaler, Zone 7 Water Agency, to provide reliable, safe drinking water 24/7/365.




100 People Reached 0 Engagements Boost Post

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DSRSD @DSRSDnews

The 2018 Annual Water Quality Report is online now 📄 Review it to learn more about where your water comes from, what it contains, and how it measures up to state and federal standards: [dsrds.com/home/showdocum...](https://www.dsrds.com/home/showdocument?id=6833) We work with Zone 7 Water Agency to provide safe, reliable water 24/7!



10:46 AM - 1 May 2019

3 Likes

3

Twitter