

APPENDIX B: eCCR Certification Form (Suggested Format)

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 04/29/24-06/30/2024 (*date*) 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: Clint Byrum	Title: Water/Wastewater Systems Superintendent
Signature:	Date:
Phone number: (925) 875-2367	blank

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 (attach a list of locations)
- ☒ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
- ☐ Delivery to community organizations (attach a list of organizations)
- ☒ 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 URL: www.dsrds.com/waterquality-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 (attach a copy of the mailed CCR notification). URL: www.dsrds.com/waterquality-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 (attach a copy of the emailed CCR notification). URL: www.dsrds.com/waterquality-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.

Report Details

DSRSD published its 2023 CCR in a web-friendly PDF format that can be printed on standard 8.5" x 11" printer paper. A direct link to the 2023 CCR was activated on April 29, 2024:

www.dsrsd.com/water-quality-report.

The required notices were translated into Spanish, Chinese, and Hindi per the California Code of Regulations, Title 22, section 64481 (l) and based on the District's service area demographic data, sourced from the UC Census and the American Community Survey. The translations were featured prominently on the report, bill insert, and emailed notices. DSRSD has contracted with Certified Languages International to provide on-demand verbal translation for customers who call Customer Service or visit the Customer Service Desk at the District's Office with questions regarding the report and require translation support.

Website

The report will be available year-round at www.dsrsd.com/water-quality-report and links are included on the following webpages:

- www.dsrsd.com/your-account/water-quality
- www.dsrsd.com/outreach/water-quality/covid-19-and-drinking-water
- www.dsrsd.com/outreach/water-quality/lead-in-drinking-water
- www.dsrsd.com/about-us/contact-us/finding-information-about-dsrsd

Past CCRs can be found on DSRSD's website at www.dsrsd.com/about-us/library/environmental-permits-monitoring-reports.

DSRSD activated a homepage feature that linked directly to the report on April 29, 2024. This feature will remain on the homepage until at least July 31, 2024.

Bill Insert

DSRSD bills its water customers on a bimonthly schedule. DSRSD ordered 13,000 bill inserts to include with all printed bills issued from May 1 to June 30, 2024. Additionally, 43 bill inserts were mailed directly to duplexes with shared meters.

Gummed Pads

From May 13-23, 2024, DSRSD mailed or delivered gummed pads of bill inserts to reach non-bill paying customers and display in public places. These gummed pads are suitable for tabletops or bulletin boards. Gummed pads were delivered to the following locations:

- 53 master-metered multi-family complexes
- DSRSD locations - District Office Lobby, Wastewater Treatment Plant
- Libraries - Dublin, San Ramon, and Dougherty Station locations
- Senior Centers - San Ramon and Dublin locations
- City Halls - City of Dublin, City of San Ramon
- Federal Corrections Institution Dublin
- US Army Garrison - Camp Parks

Email

On May 23, 2024, DSRSD included a link to the 2023 CCR within the body of its automated billing emails for paperless customers. This link will remain in billing emails until May 2025. Between May 28 and June 5, 2024, approximately 12,200 emails with a link to the 2023 CCR were sent to the email address associated with water service accounts with paperless billing. DSRSD customer service staff followed up on approximately 55 returned emails and distributed the notice by phone, letter, or email to a corrected address.

On June 4, 2024, DSRSD included an article with a link to the 2023 CCR in its optional opt-in Pipeline monthly email newsletter. This email was sent to 13,800 email addresses.

Social Media

DSRSD posted notice of the report's availability via Facebook, X (formerly Twitter), and Nextdoor on May 3, 2024.

Dublin San Ramon Services District - Consumer Confidence Report Distribution

Website

Homepage feature posted to the website on April 29, 2024.

The screenshot shows the homepage of the Dublin San Ramon Services District website. The header includes the district's logo, name, and tagline "Water, wastewater, recycled water". A navigation bar contains links for Home, Your Account, Your Dollars at Work, About Us, Outreach, Do Business With Us, Careers, and How To... A search bar and a language selection dropdown are also present.

The main content area features a large banner for the "2023 WATER QUALITY REPORT" with a photo of a young girl holding a glass of water. The banner text reads: "YOUR ANNUAL WATER QUALITY REPORT IS HERE". Below the banner, a sidebar lists several services: Pay Your Bill, Report a Problem, AquaHawk, Board Meetings & Agendas, and Start Service.

Below the banner, there are three sections:

- MEETINGS & EVENTS**: A list of upcoming events including the Tri-Valley Water Liaison Committee Meeting (Apr 29, 2024), Special Board Meeting (May 6, 2024), Board Meeting - Cancelled (May 7, 2024), and LAWMA JPA Meeting (May 15, 2024). A "MORE >" link is at the bottom.
- WIPES CLOG PIPES**: A graphic showing a container of disinfecting wipes with the text "WIPES CLOG PIPES", "Don't flush them!!!", and "Learn more>>>".
- NEWS**: A list of recent news items, including "DSRSD Adopts New Energy Policy to Enhance Sustainability and Efficiency" (Apr 5, 2024), "DSRSD Seeking 2024 Citizens Water Academy Applicants" (Feb 29, 2024), and "DSRSD General Manager Set to Retire; New General Manager Appointed" (Nov 9, 2023). A "MORE >" link is at the bottom.

Gummed Pads / Bill Inserts

Inserts mailed with paper bills for May 1 to June 30 bills. The same design was used for the gummed pads.



YOUR ANNUAL WATER QUALITY REPORT IS AVAILABLE ONLINE

Each year Dublin San Ramon Services District (DSRSD) 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.

Visit www.dsrdsd.com/water-quality-report to read or print the report. To request a printed copy, email CustomerService@dsrdsd.com or call (925) 828-8524.

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.



This report contains important information about your drinking water. Please contact Dublin San Ramon Services District (DSRSD) at 7051 Dublin Boulevard, Dublin CA 94568 or (925) 828-0515 for assistance.

Este informe contiene información importante sobre su agua potable. Póngase en contacto con Dublin San Ramon Services District (DSRSD) acudiendo a 7051 Dublin

Boulevard, Dublin CA 94568 o llamando al (925) 828-0515 para recibir ayuda en español.

本报告包含您的饮用水相关的重要信息。如需中文帮助, 请联系都柏林圣拉蒙服务区 (Dublin San Ramon Services District, DSRSD), 地址: 7051 Dublin Boulevard, Dublin CA 94568 或电话: (925) 828-0515。

इस रपॉर्ट में आपके पीने के जल से सम्बंधित महत्वपूर्ण जानकारी है। हदी में सहायता के लिए, Dublin San Ramon Services District (DSRSD) को 7051 Dublin Boulevard, Dublin CA 94568 अथवा (925) 828-0515 पर संपर्क करें।



VIEW YOUR ANNUAL WATER QUALITY REPORT
www.dsrdsd.com/water-quality-report



Lake Oroville in January 2024. Photo courtesy of the California Department of Water Resources.

Emails

The following message is included with all paperless customer bills.

If your account is signed up for free automatic payment service, you will see **Autopay** on the remittance portion of the attached bill.

To enroll **FREE automatic payment service, using electronic debits from your checking account**, call Customer Service: (925) 828-8524. When you call, please have available the bank account and routing numbers printed on your checks.

Make a **one time payment** using your Visa, MasterCard, Discover, or checking account on the website at www.dsrsd.com and click on Pay Your Bill or by phone at 888-287-9004.

AquaHawk Customer Portal: See your hourly/daily/monthly water use, estimate your bill, check for leaks, set alerts, view and print past bills, signup for Paperless Billing, and make one time payments.

Need help paying your bill? You may qualify for **DSRSD Low Income Assistance** if you are enrolled in the Pacific Gas and Electric **CARE** program. Minimum income requirements are enforced.

Understanding your bill: Definitions of the charges on your bill, water rates, District office hours and address, and how to contact us.

2023 Annual Water Quality Report: Learn about the quality and sources of your drinking water.

This message contains a Portable Document Format (PDF) that requires Adobe Acrobat Reader. If you do not already have it installed, you may download a copy free from <http://get.adobe.com/reader/>

CONFIDENTIAL INFORMATION: This electronic message and any attachments are confidential and intended solely for the use of the person to whom it was addressed. Any other interception, copying, accessing, or disclosure of this message without the express authorization of the addressee is prohibited. The sender takes no responsibility for any unauthorized reliance on this message.

If you have received this message in error, please immediately notify the sender and purge the message you received. Email CustomerService@dsrsd.com or call (925) 828-8524.

The opt-in Pipeline newsletter was emailed to 13,800 email addresses on June 4, 2024.

Your Annual Water Quality Report is Here

Dublin San Ramon Services District <contact@dsrsd.com>

Tue 6/4/2024 5:00 PM

To: Natalie Stich <nstich@dsrsd.com>

[EXTERNAL – check for red flags]



**Your Annual Water Quality Report is
Here**

Your Annual Water Quality Report is here! This report provides our customers with information on their drinking water quality and how it compares to state and federal standards for calendar year 2023.

VIEW THE REPORT

Between May 28 and June 5, 2024, approximately 12,200 emails with a link to the 2023 CCR were sent to the email address associated with water service accounts with paperless billing.

From: *DoNotReplyMailer Mailbox
Sent: Wednesday, June 5, 2024 4:13 PM
To: Alberto Hernandez <ahernandez@dsrsd.com>
Subject: IMPORTANT MESSAGE - Your Annual Water Quality Report is now Available

Each year Dublin San Ramon Services District (DSRSD) 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.

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 report contains important information about your drinking water. Please contact Dublin San Ramon Services District (DSRSD) at 7051 Dublin Boulevard, Dublin CA 94568 or (925) 828-0515 for assistance.

Este informe contiene información importante sobre su agua potable. Póngase en contacto con Dublin San Ramon Services District (DSRSD) acudiendo a 7051 Dublin Boulevard, Dublin CA 94568 o llamando al (925) 828-0515 para recibir ayuda en español.

本报告包含您的饮用水相关的重 要信息。如需中文帮助，请联系都柏林圣拉蒙服务区 (Dublin San Ramon Services District, DSRSD)，地址：7051 Dublin Boulevard, Dublin CA 94568 或电话：(925) 828-0515。

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

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Dublin San Ramon Services District - DSRSD

Published by Natalie Croak Stich · May 3 ·



Your Annual Water Quality Report is here! This report provides our customers with information on their drinking water quality and how it compares to state and federal standards. Visit www.drsrd.com/water-quality-report to view water quality results for calendar year 2023.





DSRSD @DSRSDnews · May 3

Your Annual Water Quality Report is here! This report provides our customers with information on their drinking water quality and how it compares to state and federal standards. Visit dsrsd.com/water-quality-... to view water quality results for calendar year 2023.



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.