

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 04/29/25-06/30/25 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: 7/23/2025
Phone number: (925) 875-2367	

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.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 (attach a copy of the mailed CCR notification). 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 (attach a copy of the emailed CCR notification). URL: www.dsrsd.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.

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

Dublin San Ramon Services District (DSRSD) published its 2024 Consumer Confidence Report (CCR) in a PDF format on its website on April 29, 2025: 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 (I) 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 2024 CCR 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/lead-in-drinking-water

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, 2025. This feature will remain on the homepage until at least July 31, 2025.

Bill Insert / Gummed Pads

DSRSD bills its customers on a bimonthly schedule. DSRSD ordered 13,500 bill inserts to include with all printed bills issued from May 1 to June 30, 2025. Additionally, 43 bill inserts were mailed directly to duplexes with shared meters.

On May 6, 2025, DSRSD mailed 64 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 April 29, 2025, DSRSD included a link to the 2024 CCR within the body of its automated billing emails for paperless customers. This link will remain in billing emails until May 2026.
- Between June 17 and June 20, 2025, approximately 12,900 emails with a link to the 2024 CCR were sent to the email address associated with water service accounts that use paperless billing. DSRSD customer service staff followed up on approximately 15 returned emails and distributed the notice by phone, letter, or email to a corrected address.
- On June 2, 2025, DSRSD included an article with a link to the 2024 CCR in its optional opt-in Pipeline monthly email newsletter. This email was sent to 13,220 email addresses. This Pipeline newsletter can be viewed at <https://mailchi.mp/dsrsd/june2025>.

Social Media

DSRSD posted notice of the report's availability via Facebook, X (formerly Twitter), and Nextdoor on June 4, 2025.

Dublin San Ramon Services District - Consumer Confidence Report Distribution

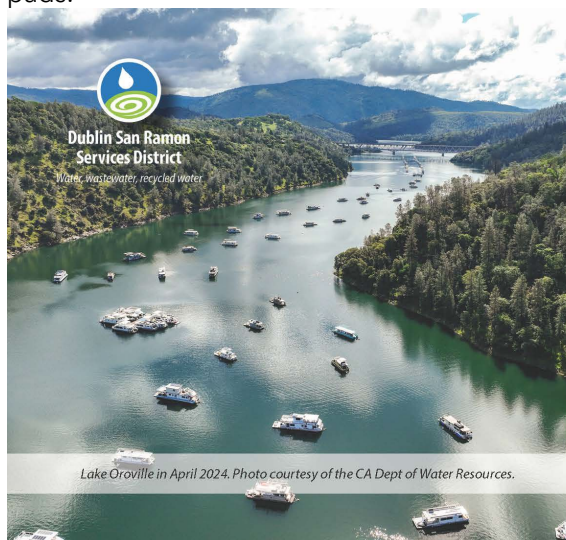
Website

Homepage feature posted to the website on April 29, 2025.



Bill Insert / Gummed Pads

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 your drinking water with state and federal standards.



Visit www.dsrzd.com/water-quality-report or scan the QR code to read or print the report.

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

Attention Landlords & Businesses: Share this information with tenants, employees, and other water users at your location who do not directly receive a 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। हदि में सहायता के लपे, Dublin San Ramon Services District (DSRSD) को 7051 Dublin Boulevard, Dublin CA 94568 अथवा (925) 828-0515 पर संपर्क करे।



Email

The following message is included with all paperless customer bills.

Your 03/15/2025 bill statement is attached. To avoid additional fees, please submit a payment by the due date listed on the statement. If enrolled in autopay, the total amount due will be charged to the account on file on the bill due date.

Your Account and Customer numbers are:

Account Number: **226507**

Customer Number: **1002013**

Autopay

To enroll in autopay, please visit our [Online Payment Portal](#) to self-enroll or call (925) 828-8524 with your bank account and routing number ready. If your account is already enrolled, you will see "autopay" written on the remittance portion of the attached bill.

Bill Pay

When submitting payments using your bill pay service, make sure to enter your account number followed by your customer number without any dashes or spaces (ex. 1234561234567). This ensures that your payment is processed in a timely and accurate manner. Please use the new remittance address for your bill pay service.

Dublin San Ramon Services District

PO Box 744931

Los Angeles, CA 90074-4931

Make a one-time payment

Make a one-time payment Make a one-time payment with a debit/credit card or checking account by visiting our [Online Payment Portal](#).

Need help paying your bill?

Customers enrolled in the [Pacific Gas and Electric \(PG&E\) California Alternative Rates for Energy \(CARE\)](#) program are encouraged to apply for the [DSRSD Low-Income Assistance program](#) to receive water service at a reduced cost.

Learn more about your water service:

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

[AquaHawk Customer Portal](#): See your property's water usage 24/7, estimate your next water bill, check for leaks, and set high water usage alerts.

[Annual Water Quality Report](#): Learn about the quality and sources of your drinking water.

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. This message contains a Portable Document Format (PDF) that requires Adobe Acrobat Reader, which can be downloaded for free at <http://get.adobe.com/reader/>

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 13,220 email addresses on June 2, 2025.



Your Water Quality Report is Here

Dublin San Ramon Services District is pleased to present its 2024 Annual Water Quality Report, which provides our customers with important information about their drinking water and a summary of all water quality testing performed last year. This testing confirmed that your drinking water met or exceeded all state and federal water quality standards in 2024.

[VIEW THE REPORT](#)

Between June 17 and June 20, 2025, approximately 12,900 emails with a link to the 2024 CCR were sent to the email address associated with water service accounts with paperless billing.

2024 Annual Water Quality Report [inbox](#)



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

[Unsubscribe](#)

Jun 17, 2025, 4:15 PM (6 days ago)



Your 2024 Annual Water Quality Report is Here

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 [our webpage](#) to read or print the report. To request a printed copy, email CustomerService@dsrsd.com or call (925) 828-8524.

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

[VIEW THE REPORT](#)

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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**Dublin San Ramon
Services District**

Water, wastewater, recycled water

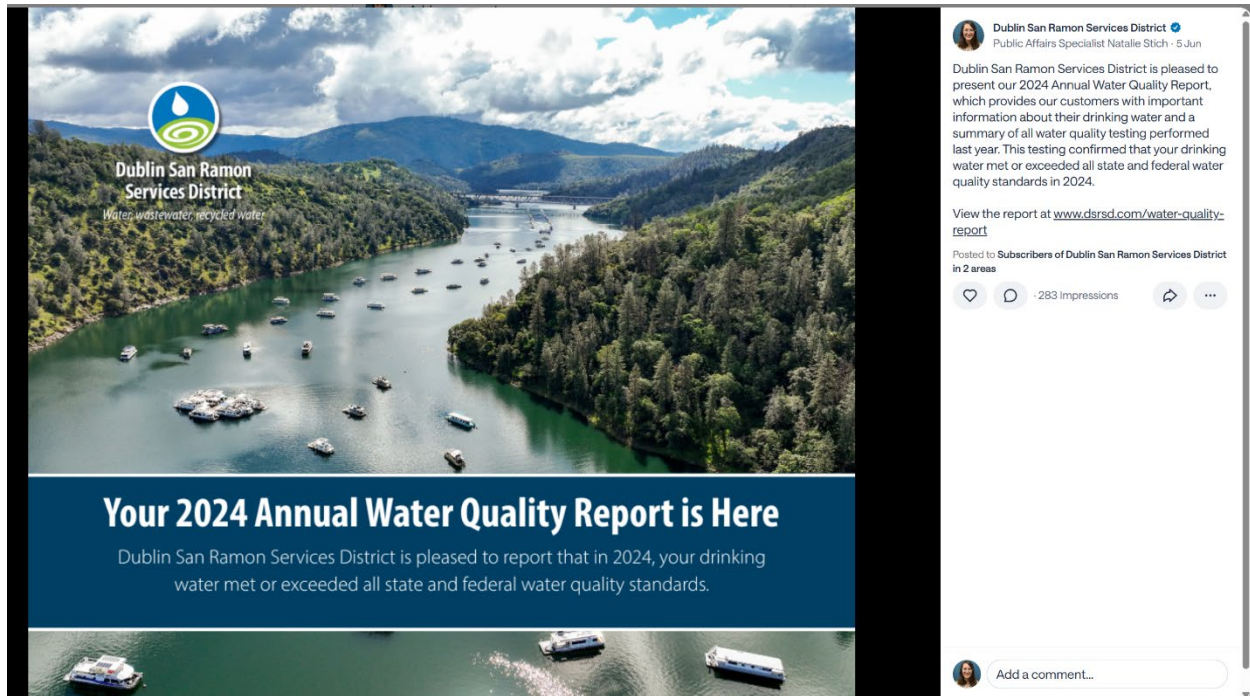
Contact Us

Monday - Friday
9:00 a.m. to 4:00 p.m.
925-828-0515



Social Media

DSRSD posted notice of the report's availability via Facebook, X (formerly Twitter), and Nextdoor on June 5, 2025.





Dublin San Ramon Services District - DSRSD

Published by Natalie Croak Stich

June 5 at 2:00 PM · 🌐

We are pleased to present our 2024 Annual Water Quality Report, which provides our customers with important information about their drinking water and a summary of all water quality testing performed last year. This testing confirmed that your drinking water met or exceeded all state and federal water quality standards in 2024. View the full report at



Your 2024 Annual Water Quality Report is Here

Dublin San Ramon Services District is pleased to report that in 2024, your drinking water met or exceeded all state and federal water quality standards.





Dublin San Ramon Services Dis...  @DSR... · Jun 5 Promote  ...

We are pleased to present our 2024 Annual Water Quality Report, which summarizes all water quality testing performed last year. This testing confirmed our water met or exceeded all state and federal water quality standards in 2024: dsrsd.com/water-quality-...



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