

## APPENDIX B: eCCR Certification Form (Suggested Format)

### Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: City of Livermore Water

Water System Number: CA0110011

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 6-19-2020 (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: Dave Lennier

Signature: Dave Lennier

Water Distribution Operations  
Title: Manager

Phone Number: ( 925 ) 960-8138

Date: 6-30-2020

*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: <https://gemgrp.com/eReports/CNCA000183Y20>
  - ☐ 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) – TWITTER on June 3, 2020
  - ☐ 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.
- ☐ 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: <https://gemgrp.com/eReports/CNCA000183Y20>
- ☒ 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: <https://gemgrp.com/eReports/CNCA000183Y20>
- ☐ 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.*

A direct hyperlink was included in all billing statements to customers, both hard copy and electronic. The City highlighted the report immediately below the customer's name and address in a "News for You" box. This notification included a direct hyperlink as well as a phone number should the customer desire a hard copy of the report.

The City also promoted the report on the Livermore Public Works Department Twitter page on June 3, 2020.

The City also posted a direct link to the report on the City's website in addition to the electronic services company website (Gem Group). This link is available on the Water page under the title of "Annual Water Quality Report" at [http://www.cityoflivermore.net/citygov/pw/public\\_works\\_divisions/wrd/service/default.htm](http://www.cityoflivermore.net/citygov/pw/public_works_divisions/wrd/service/default.htm)

---

---

---

---

---

---

---

---

---

---

*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.*