

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

### Consumer Confidence Report Certification Form (To be submitted with a copy of the CCR)

Water System Name:	CAL-WATER SERVICE CO.-WILLOWS
Water System Number:	CA1110003

The water system named above hereby certifies that its Consumer Confidence Report was distributed on **June 25<sup>th</sup>, 2025**, 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: Tarrah Henrie	Title: Director, Water Quality
Signature: 	Date: 8/26/2025
Phone number: (408) 367 - 8490	

*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://www.calwater.com/water-quality-reports/>
  - 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: <https://www.calwater.com/water-quality-reports/>
- 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://www.calwater.com/water-quality-reports/>
- 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://www.calwater.com/water-quality-reports/>
- 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.*

Paperless customers were emailed the URL to 2024 CCR as follows:

1. All paperless customers are sent an email by Cal Water with instructions for viewing their CCR online.
2. All reports of any emails that bounced are returned to Cal Water.
3. A physical postcard with instructions for viewing the CCR online is sent to the service address of any customer who email bounced.

*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.*



# NEWS RELEASE

## CALIFORNIA WATER SERVICE

Quality. Service. Value.

1720 N. First Street, San Jose, CA 95112  
June 6, 2025

Contact: Yvonne Kingman, 310-257-1434  
*For Immediate Release*

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### Annual Water Quality Reports Now Available for California Water Service Customers

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SAN JOSE, Calif.—California Water Service (Cal Water) has published its annual Consumer Confidence Reports (CCR) for each of its water systems and invites customers to learn about the quality of their local water supply. Customers can access their 2024 CCRs, also called water quality reports, along with previous years' reports online at [calwater.com/CCR](http://calwater.com/CCR).

Importantly, the reports confirm that Cal Water met all primary and secondary, federal and state water quality standards set for drinking water in 2024. The reports also provide comprehensive information on the local water supply, standards, testing, current hot topics, and more for last year. Customers who do not have internet access may obtain a copy by contacting their local Cal Water office.

“Providing safe, clean, reliable drinking water to our customers’ homes is our top priority,” said Sophie James, Vice President of Water Quality and Environmental Affairs. “We treat the water to make it safe to use and drink, test it to confirm it meets regulatory standards, and stay on top of emerging water quality regulations, focusing on our customers’ water, so they don’t have to.”

Cal Water focuses relentlessly on water quality by doing the following:

- Conducting more than 600,000 water quality tests per year for more than 300 contaminants in its state-certified, state-of-the-art lab.
- Investing in technologies and infrastructure to remove chemicals, contaminants, and other pollutants from the raw water supply.
- Maintaining and upgrading the water system infrastructure needed to transport water from its source through pumps, tanks, and pipes to customers’ homes.



# NEWS RELEASE

## CALIFORNIA WATER SERVICE

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### About California Water Service

California Water Service provides high-quality, reliable water utility services to more than 2 million people through 499,400 service connections statewide. Cal Water's purpose is to enhance the quality of life for customers and communities. To do so, it invests responsibly in water and wastewater infrastructure, sustainability initiatives, and community well-being. The company's employees live by a set of strong core values and share a commitment to protecting the planet, caring for people, and operating with the utmost integrity. The utility has been named one of "America's Most Responsible Companies" and one of the "World's Most Trustworthy Companies" by *Newsweek*, a USA Top Workplace, and a Great Place to Work®. More information is available at [www.calwater.com](http://www.calwater.com).

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