

APPENDIX F: Certification Form (Suggested Format)

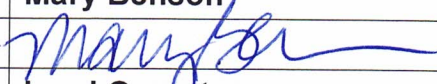
Consumer Confidence Report Certification Form

(to be submitted with a copy of the CCR)

(To certify electronic delivery of the CCR, use the certification form on the State Water Board's website at
http://www.swrcb.ca.gov/drinking_water/certlic/drinkingwater/CCR.shtml)

Water System Name:	Crescent Bay Improvement Company
Water System Number:	CA1700519

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 6/13/2021 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.

Certified by:	Name:	Mary Benson	
	Signature:		
	Title:	Lead Operator	
	Phone Number:	(707) 350-5555	Date: 7/8/2021

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

☒ CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used: N/A—we have valid mailing addresses for all customers

☐ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods: *n/a - we have valid addresses for all customers*

- ☐ Posting the CCR on the Internet at www._____
- ☐ 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)

- ☐ 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 address: www._____
- ☐ *For investor-owned utilities:* Delivered the CCR to the California Public Utilities Commission

This form is provided as a convenience for use to meet the certification requirement of the California Code of Regulations, section 64483(c).

2020 Consumer Confidence Report

Water System Information

Water System Name: Crescent Bay Improvement Company

Report Date: May 30, 2021

Type of Water Source(s) in Use: Surface Water (Clear Lake)

Name and General Location of Source(s): Clear Lake / community beach

Drinking Water Source Assessment Information: No source assessment completed

Time and Place of Regularly Scheduled Board Meetings for Public Participation: Annual Meeting July 4, 2021 at 10:00 a.m. at the community beach

For More Information, Contact: Mary Benson/707-350-5555 cell/text

About This Report

We test the drinking water quality for many constituents as required by state and federal regulations. This report shows the results of our monitoring for the period of January 1 to December 31, 2020 and may include earlier monitoring data.

Importance of This Report Statement in Five Non-English Languages (Spanish, Mandarin, Tagalog, Vietnamese, and Hmong)

Language in Spanish: Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse [Enter Water System's Name] a [Enter Water System's Address or Phone Number] para asistirlo en español.

Language in Mandarin: 这份报告含有关于您的饮用水的重要讯息。请用以下地址和电话联系 [Enter Water System Name] 以获得中文的帮助: [Enter Water System's Address][Enter Water System's Phone Number].

Language in Tagalog: Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa [Enter Water System's Name and Address] o tumawag sa [Enter Water System's Phone Number] para matulungan sa wikang Tagalog.

Language in Vietnamese: Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ [Enter Water System's Name] tại [Enter Water System's Address or Phone Number] để được hỗ trợ giúp bằng tiếng Việt.

Language in Hmong: Tsab ntawv no muaj cov ntsiab lus tseem ceeb txog koj cov dej haus. Thov hu rau [Enter Water System's Name] ntawm [Enter Water System's Address or Phone Number] rau kev pab hauv lus Askiv.

Terms Used in This Report

Term	Definition
Level 1 Assessment	A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
Level 2 Assessment	A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an <i>E. coli</i> MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.
Maximum Contaminant Level Goal (MCLG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (U.S. EPA).
Maximum Residual Disinfectant Level (MRDL)	The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
Maximum Residual Disinfectant Level Goal (MRDLG)	The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
Primary Drinking Water Standards (PDWS)	MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
Public Health Goal (PHG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.
Regulatory Action Level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Secondary Drinking Water Standards (SDWS)	MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.
Treatment Technique (TT)	A required process intended to reduce the level of a contaminant in drinking water.
Variances and Exemptions	Permissions from the State Water Resources Control Board (State Board) to exceed an MCL or not comply with a treatment technique under certain conditions.
ND	Not detectable at testing limit.
ppm	parts per million or milligrams per liter (mg/L)
ppb	parts per billion or micrograms per liter (µg/L)
ppt	parts per trillion or nanograms per liter (ng/L)
ppq	parts per quadrillion or picogram per liter (pg/L)

Term	Definition
pCi/L	picocuries per liter (a measure of radiation)

Sources of Drinking Water and Contaminants that May Be Present in Source Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- Radioactive contaminants, that can be naturally-occurring or be the result of oil and gas production and mining activities.

Regulation of Drinking Water and Bottled Water Quality

In order to ensure that tap water is safe to drink, the U.S. EPA and the State Board prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

About Your Drinking Water Quality

Drinking Water Contaminants Detected

Tables 1, 2, 3, 4, 5, 6, and 8 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The State Board allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative of the water quality, are more than one year old. Any violation of an AL, MCL, MRDL, or TT is asterisked. Additional information regarding the violation is provided later in this report.

Table 1. Sampling Results Showing the Detection of Coliform Bacteria

Complete if bacteria are detected.

Microbiological Contaminants	Highest No. of Detections	No. of Months in Violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria (State Total Coliform Rule)	(In a month) 0	0	1 positive monthly sample ^(a)	0	Naturally present in the environment
Fecal Coliform or <i>E. coli</i> (State Total Coliform Rule)	(In the year) 0	0]	A routine sample and a repeat sample are total coliform positive, and one of these is also fecal coliform or <i>E. coli</i> positive	None	Human and animal fecal waste
<i>E. coli</i> (Federal Revised Total Coliform Rule)	(In the year) 0	0	(b)	0	Human and animal fecal waste

(a) Two or more positive monthly samples is a violation of the MCL

(b) Routine and repeat samples are total coliform-positive and either is *E. coli*-positive or system fails to take repeat samples following *E. coli*-positive routine sample or system fails to analyze total coliform-positive repeat sample for *E. coli*.**Table 2. Sampling Results Showing the Detection of Lead and Copper**

Complete if lead or copper is detected in the last sample set.

Lead and Copper	Sample Date	No. of Samples Collected	90 th Percentile Level Detected	No. Sites Exceeding AL	AL	PHG	No. of Schools Requesting Lead Sampling	Typical Source of Contaminant
Lead (ppb)	10/28/2017	5	8.3	0	15	0.2	Not applicable	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm)	10/28/2017	5	0.22	0	1.3	0.3	Not applicable	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

Table 3. Sampling Results for Sodium and Hardness

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Sodium (ppm)	6/09/20	12		None	None	Salt present in the water and is generally naturally occurring
Hardness (ppm)	6/09/20	160		None	None	Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring

Table 4. Detection of Contaminants with a Primary Drinking Water Standard

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Aluminum	5/19/20	370		1000	0.6	Erosion of natural deposits; residue from some surface water treatment processes
Antimony	5/19/20	<6		6		Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
Arsenic	5/19/20	2		10	0.0004	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium	5/19/20	100		1000	2	Discharge of oil drilling wastes and from metal

						refineries; erosion of natural deposits
Beryllium	5/19/20	<1		4	1	Discharge from metal refineries, coal-burning factories, and electrical, aerospace, and defense industries Internal corrosion of galvanized pipes; erosion of natural deposits; discharge from electroplating and industrial chemical factories, and metal refineries; runoff from waste batteries and paints
Cadmium	5/19/20	<1		5	0304	Internal corrosion of galvanized pipes; erosion of natural deposits; discharge from electroplating and industrial chemical factories, and metal refineries; runoff from waste batteries and paints
Chromium	5/19/20	1.6		50	(100)	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Copper	5/19/20	<50		1000	0.3	Internal

						corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Mercury	5/19/20	<10		2	1.2	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills and cropland
Nickel	5/19/20	<5		100	12	Erosion of natural deposits; discharge from metal factories
Perchlorate	5/19/20	<4.0		6	1	Perchlorate is an inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts.

Selenium	5/19/20	<5		50	30	Discharge from petroleum, glass, and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)
Thallium	5/19/20	<1		2	0.1	Leaching from ore-processing sites; discharge from electronics, glass, and drug factories
2,4-D	5/31/19	<10		70	20	Runoff from herbicide used on row crops, range land, lawns, and aquatic weeds
Carbon Tetrachloride	5/31/19	<0.5		500	100	Discharge from chemical plants and other
1,2-Dichlorobenzene	5/31/19	<0.5		600	600	Discharge from industrial chemical factories
1,4-Dichlorobenzene	5/31/19	<0.5		500	500	Discharge from industrial chemical factories
1,1-Dichloroethane	5/31/19	<0.5		6	10	Extraction and degreasing solvent; used in the manufacture of pharmaceuticals, stone, clay, and glass products;

						fumigant
1-2-Dichloroethane	5/31/19	<0.5		6	100	Discharge from industrial chemical factories
1-1-Dichloroethylene	5/31/19	<0.5		10	60	Discharge from industrial chemical factories
Cis-1-2-Dichloroethylene	5/31/19	<0.5		5	4	Discharge from industrial chemical factories; major biodegradation byproduct of TCE and PCE groundwater contamination
Trans-1-2-Dichloroethylene	5/31/19	<0.5		5	0.5	Discharge from industrial chemical factories; minor biodegradation byproduct of TCE and PCE groundwater contamination
Dichloromethane	5/31/19	<0.5		5	4	Discharge from pharmaceutical and chemical factories; insecticide
1,2-Dichloropropane	5/31/19	<0.5		5	0.5	Discharge from industrial chemical factories; primary component of some fumigants
1,3-Dichloropropane	5/31/19	<0.5		500	200	Runoff/leaching from nematocide used on croplands
Ethylbenzene	5/31/19	<0.5		300	300	Discharge from petroleum

						refineries; industrial chemical factories
Methyl- <i>tert</i> -butyl ether	5/31/19	<3.00		13	13	Leaking underground storage tanks; discharges from petroleum and chemical factories
Styrene	5/31/19	<0.5		1	0.5	Discharge from rubber and plastic factories; leaching from landfills
1,1,2,2- Tetrachloroethane	5/31/19	<0.5		1	0.1	Discharge from industrial and agricultural chemical factories; solvent used in production of TCE, pesticides, varnish and lacquers
Tetrachloroethylen e (PCE)	5/31/19	<0.5		5	0.06	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
1,2,4- Trichlorobenzene	5/31/19	<0.5		5	5	Discharge from textile-finishing factories
1,1,1- Trichloroethane	5/31/19	<0.5		5	0.3	Discharge from metal degreasing sites and other factories; manufacture of food wrappings
1,1,2- Trichloroethane	5/31/19	<0.5		5	0.3	Discharge from industrial chemical

						factories
Trichloroethane (TCE)	5/31/19	<0.5		5	1.7	Discharge from metal degreasing sites and other factories
Toluene	5/31/19	<0.5		150	150	Discharge from petroleum and chemical factories; underground gas tank leaks
Trichlorofluoromethane	5/31/19	<5.0		150	1300	Discharge from industrial factories; degreasing solvent; propellant and refrigerant
Vinyl Chloride	5/31/19	<5.0		500	50	Leaching from PVC piping; discharge from plastics factories; biodegradation byproduct of TCE and PCE groundwater contamination
Xylenes	5/31/19	<0.5		1.75	1.8	Discharge from petroleum and chemical factories; fuel solvent
TTHMs Total Trihalomethanes	2/20/20 5/19/20 8/18/20 11/16/20	85*	1.8 - 85	80	N/A	Byproduct of drinking water disinfection
HAA5 (Sum of 5 Haloacetic Acids)	2/20/20 5/19/20 8/18/20 11/16/20	120*	53 - 120	60	N/A	Byproduct of drinking water disinfection
Chlorine	Daily	2.14	0.28 – 2.14	[MRDL = 4.0 as	[MRDLG = 4.0 as	Drinking water disinfectant added for

				Cl2]	Cl2]	treatment
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Table 5. Detection of Contaminants with a Secondary Drinking Water Standard

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	SMCL	PHG (MCLG)	Typical Source of Contaminant
Aluminum	5/19/20	370		200		Erosion of natural deposits; residual from some surface water treatment processes
Color	5/19/20	10		15		Naturally-occurring organic materials
Copper	5/19/20	<50		1		Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Iron	5/19/20	180		300		Leaching from natural deposits; industrial wastes
Manganese	5/19/20	69		50		Leaching from natural deposits
Odor – Threshold	5/19/20	17		3		Naturally-occurring organic materials
Silver	5/19/20	<10		100		Industrial discharges
Turbidity	5/19/20	2.9		5		Soil runoff
Zinc	5/19/20	270		5		Runoff/leaching from natural deposits; industrial wastes
Specific Conductance	5/19/20	310		1600		Substances that form ions when in water; seawater influence
Chloride	5/19/20	7.9		500		Runoff/leaching from natural deposits; seawater influence
Sulfate	5/19/20	7.3		500		Runoff/leaching from natural

						deposits; industrial wastes
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Table 6. Detection of Unregulated Contaminants

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	Notification Level	Health Effects Language
None					

Additional General Information on Drinking Water

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Lead-Specific Language: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. [Enter Water System's Name] is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. [Optional: If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants.] If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (1-800-426-4791) or at <http://www.epa.gov/lead>.

Summary Information for Violation of a MCL, MRDL, AL, TT, or Monitoring and Reporting Requirement**Table 7. Violation of a MCL, MRDL, AL, TT or Monitoring Reporting Requirement**

Violation	Explanation	Duration	Actions Taken to Correct Violation	Health Effects Language
Reporting requirement	Late submission of annual report to State	2020	Submitted annual report	N/A

Monitoring Requirement for Lead and Copper	Failed to take the every-3-year-sample	Due in summer of 2020	Took in 11/2020 and will take in summer of 2021	Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time may experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years may suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.
HAA5 (Sum of 5 Haloacetic Acids)	Our levels of disinfection byproducts is too high from using chlorine	Summer of 2020	Working on pre-treatment equipment to reduce use of chlorine, working to consolidate with other system(s)	Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

For Systems Providing Surface Water as a Source of Drinking Water

Table 10. Sampling Results Showing Treatment of Surface Water Sources

Treatment Technique ^(a) (Type of approved filtration technology used)	Diatomaceous earth
Turbidity Performance Standards ^(b) (that must be met through the water treatment process)	<p>Turbidity of the filtered water must:</p> <p>1 – Be less than or equal to 0.5 NTU in 95% of measurements in a month.</p> <p>2 – Not exceed 1.0</p> <p>3 – Not exceed 5.0 NTU at any time.</p>
Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1.	100%

Highest single turbidity measurement during the year	0.502
Number of violations of any surface water treatment requirements	1

(a) A required process intended to reduce the level of a contaminant in drinking water.

(b) Turbidity (measured in NTU) is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results which meet performance standards are considered to be in compliance with filtration requirements.

Summary Information for Violation of a Surface Water TT

Table 11. Violation of Surface Water TT

Violation	Explanation	Duration	Actions Taken to Correct Violation	Health Effects Language
HAA5 (Sum of 5 Haloacetic Acids)	Our levels of disinfection byproducts is too high from using chlorine	Summer of 2020	Working on pre-treatment equipment to reduce use of chlorine, working to consolidate with other system(s)	Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.