

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

Water System Name: Golden State Water Company – Clearlake

Water System Number: CA1710002

The water system named above hereby certifies that its Consumer Confidence Report was distributed by July 1, 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: Lisa Miller  
                                 Signature: \_\_\_\_\_  
                                 Title: Water Quality Engineer  
                                 Phone Number: (916) 853-3632      Date: 08/24/2020

*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: [www.gswater.com/ClearlakeCCR](http://www.gswater.com/ClearlakeCCR)
  - ☐ 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.\_\_\_\_\_
- ☒ For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission

## Consumer Confidence Report Electronic Delivery Certification

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*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.gswater.com/ClearlakeCCR](http://www.gswater.com/ClearlakeCCR) \_\_\_\_\_
- ☒ 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.gswater.com/ClearlakeCCR](http://www.gswater.com/ClearlakeCCR) \_\_\_\_\_
- ☐ 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.*

In our continuing efforts to better serve our customers, conserve resources, and reduce costs, Golden State Water Company chose to utilize electronic delivery of the annual Consumer Confidence Reports (CCRs) as allowed by the United States Environmental Protection Agency and the State Water Resources Control Board – Division of Drinking Water. Notices regarding the availability of the CCR were mailed to customers as a bill insert, and also emailed to all customers receiving electronic bills. These notices, printed and emailed in both English and Spanish, directed people to the URL for viewing the CCR online, and also gave them information on how to request a hard copy of the CCR.

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*This form is provided as a convenience and may be used to meet the certification requirement of  
section 64483(c), California Code of Regulations.*

# Consumer Confidence Reports Available Now!



**Golden State**  
**Water Company**  
A Subsidiary of American States Water Company

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2020 CCR mailed to your address or would like to speak with someone about the report, please call 1-800-999-4033 or email [waterquality@gswater.com](mailto:waterquality@gswater.com).

You can view your 2020 Consumer Confidence Report and learn more about your drinking water by visiting our website. **You can find a direct URL link in the message center on the back of your water bill.** You can also find the URL link for your system in the table on the reverse.



El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company (GSWC, por sus siglas en ingles) le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

Si desea una copia en papel del CCR del 2020 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al **1-800-999-4033** o por correo electrónico a [waterquality@gswater.com](mailto:waterquality@gswater.com).







## DIRECT URL LINK

Apple Valley North Water System	<a href="http://www.gswater.com/AppleValleyNorthCCR">www.gswater.com/AppleValleyNorthCCR</a>
Apple Valley South Water System	<a href="http://www.gswater.com/AppleValleySouthCCR">www.gswater.com/AppleValleySouthCCR</a>
Arden Water System	<a href="http://www.gswater.com/ArdenCCR">www.gswater.com/ArdenCCR</a>
Artesia Water System	<a href="http://www.gswater.com/ArtesiaCCR">www.gswater.com/ArtesiaCCR</a>
Barstow Water System	<a href="http://www.gswater.com/BarstowCCR">www.gswater.com/BarstowCCR</a>
Baypoint Water System	<a href="http://www.gswater.com/BaypointCCR">www.gswater.com/BaypointCCR</a>
Bell-Bell Gardens Water System	<a href="http://www.gswater.com/BellBellGardensCCR">www.gswater.com/BellBellGardensCCR</a>
Calipatria Water System	<a href="http://www.gswater.com/CalipatriaCCR">www.gswater.com/CalipatriaCCR</a>
Claremont Water System	<a href="http://www.gswater.com/ClaremontCCR">www.gswater.com/ClaremontCCR</a>
Clearlake Water System	<a href="http://www.gswater.com/ClearlakeCCR">www.gswater.com/ClearlakeCCR</a>
Cordova Water System	<a href="http://www.gswater.com/CordovaCCR">www.gswater.com/CordovaCCR</a>
Cowan Heights Water System	<a href="http://www.gswater.com/CowanHeightsCCR">www.gswater.com/CowanHeightsCCR</a>
Culver City Water System	<a href="http://www.gswater.com/CulverCityCCR">www.gswater.com/CulverCityCCR</a>
Cypress Ridge Water System	<a href="http://www.gswater.com/CypressRidgeCCR">www.gswater.com/CypressRidgeCCR</a>
Desert View Water System	<a href="http://www.gswater.com/DesertViewCCR">www.gswater.com/DesertViewCCR</a>
Edna Road Water System	<a href="http://www.gswater.com/EdnaRoadCCR">www.gswater.com/EdnaRoadCCR</a>
Florence-Graham Water System	<a href="http://www.gswater.com/FlorenceGrahamCCR">www.gswater.com/FlorenceGrahamCCR</a>
Hollydale Water System	<a href="http://www.gswater.com/HollydaleCCR">www.gswater.com/HollydaleCCR</a>
Lake Marie Water System	<a href="http://www.gswater.com/LakeMarieCCR">www.gswater.com/LakeMarieCCR</a>
Los Osos Water System	<a href="http://www.gswater.com/LosOsosCCR">www.gswater.com/LosOsosCCR</a>
Lucerne Water System	<a href="http://www.gswater.com/LucerneCCR">www.gswater.com/LucerneCCR</a>
Morongo Del Norte Water System	<a href="http://www.gswater.com/MorongoDelNorteCCR">www.gswater.com/MorongoDelNorteCCR</a>
Morongo Del Sur Water System	<a href="http://www.gswater.com/MorongoDelSurCCR">www.gswater.com/MorongoDelSurCCR</a>
Nipomo Water System	<a href="http://www.gswater.com/NipomoCCR">www.gswater.com/NipomoCCR</a>
Norwalk Water System	<a href="http://www.gswater.com/NorwalkCCR">www.gswater.com/NorwalkCCR</a>
Orcutt Water System	<a href="http://www.gswater.com/OrcuttCCR">www.gswater.com/OrcuttCCR</a>
Placentia-Yorba Linda Water System	<a href="http://www.gswater.com/Placentia-YorbaLindaCCR">www.gswater.com/Placentia-YorbaLindaCCR</a>
San Dimas Water System	<a href="http://www.gswater.com/SanDimasCCR">www.gswater.com/SanDimasCCR</a>
Simi Valley Water System	<a href="http://www.gswater.com/SimiValleyCCR">www.gswater.com/SimiValleyCCR</a>
Sisquoc Water System	<a href="http://www.gswater.com/SisquocCCR">www.gswater.com/SisquocCCR</a>
South Arcadia Water System	<a href="http://www.gswater.com/SouthArcadiaCCR">www.gswater.com/SouthArcadiaCCR</a>
South San Gabriel Water System	<a href="http://www.gswater.com/SouthSanGabrielCCR">www.gswater.com/SouthSanGabrielCCR</a>
Southwest Water System	<a href="http://www.gswater.com/SouthwestCCR">www.gswater.com/SouthwestCCR</a>
Tanglewood Water System	<a href="http://www.gswater.com/TanglewoodCCR">www.gswater.com/TanglewoodCCR</a>
West Orange County Water System	<a href="http://www.gswater.com/WestOrangeCountyCCR">www.gswater.com/WestOrangeCountyCCR</a>
Willowbrook Water System	<a href="http://www.gswater.com/WillowbrookCCR">www.gswater.com/WillowbrookCCR</a>
Wrightwood Water System	<a href="http://www.gswater.com/WrightwoodCCR">www.gswater.com/WrightwoodCCR</a>



**SERVICE FOR**  
 [REDACTED]  
 Clearlake CA 95422

**ACCOUNT NUMBER**  
 [REDACTED]

**DUE DATE**  
 June 04, 2020

Page 1 of 2

**BILL DATE**  
 May 14, 2020

**AMOUNT DUE**  
 \$250.52

**Customer Service - 24 Hours: (800) 999-4033 www.gswater.com**  
 Hearing Impaired TTY: (877) 933-9533  
 Preguntas? Llame al Centro de Servicio al Consumidor al **(800) 999-4033**

Visit **gswater.com** to enroll for service updates via **e-newsletter**.  
 Your local Office: **Is Closed to the Public at** Clearlake, CA 95422

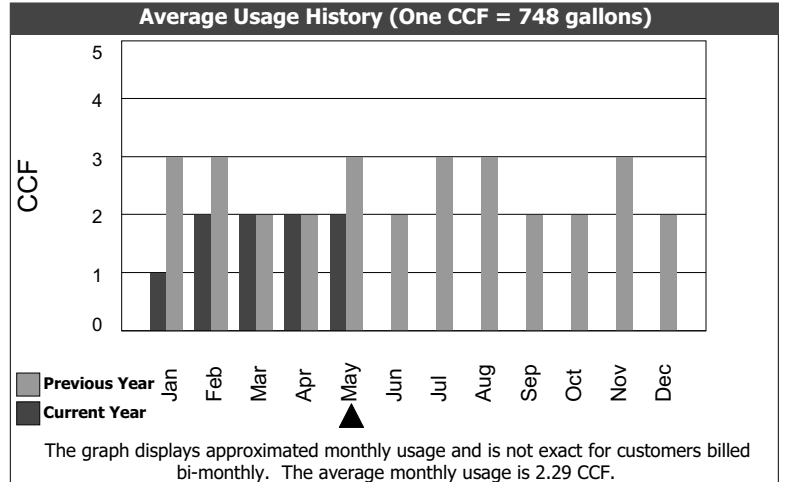
To learn about the various Payment Options we offer go to:  
**www.gswater.com/payment-options**

Account Summary		
Previous Balance		\$187.89
Payments		\$0.00
Total Prior Balance	Due On June 25, 2020	\$187.89
Current Charges	Due On June 4, 2020	\$62.63
<b>Total Amount Due</b>		<b>\$250.52</b>

**Current Activity**  
**Rate Schedule CL-1 (CL1M)**

<b>Service Charge</b>	<b>5/8" meter</b>	
Service Charge		\$43.27
<b>Water Usage</b>		
Water Usage - 2.00 CCF at \$8.986		\$17.97
<b>Surcharges, Fees, &amp; Credits</b>		
CARW Prog Adm Surcharge - 2.00 CCF at \$0.136		\$0.27
Other Surcharges/credits		\$0.36
CPUC Fee - 1.23% of \$61.87		\$0.76
<b>Total New Charges</b>		<b>\$62.63</b>

**Your opinion is very important to us. Please rate our job performance by calling 1-888 933 8648. Enter code 681 when prompted.**



Read and Usage Information						
Meter	Service Period		Days	Previous Reading	Current Reading	CCF Usage
MM9838193	Apr 13	May 13	30	145	147	2
Your next scheduled meter read date is approximately June 11, 2020						

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



**PO BOX 9016**  
**SAN DIMAS CA 91773-9016**

**POSTAL**

If you have changed your address or are moving, please call (800) 999-4033 or fill out form on back.

**ACCOUNT NUMBER:** [REDACTED]

Total Prior Balance Due On June 25, 2020	\$187.89
Current Charges Due On June 4, 2020	\$62.63
<b>Total Amount Due</b>	<b>\$250.52</b>

**Amount Enclosed**

[REDACTED]  
 Clearlake Oaks, CA 95423-0675

**GOLDEN STATE WATER COMPANY**  
**PO BOX 9016**  
**SAN DIMAS CA 91773-9016**

#### **PAYMENT OPTIONS:**

Go to [www.gswater.com/payment-options](http://www.gswater.com/payment-options) for payment options, authorized locations, and auto pay application form.

- ♦ **Auto Pay (Electronic Funds Transfer):** Submit an application to pay your bill automatically from a checking or savings account.
- ♦ **Online:** Receive bills online and pay electronically by using "MyGSWater". Go to: [www.gswater.com/payment-options](http://www.gswater.com/payment-options) or call (800) 999-4033.
- ♦ **Phone:** Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check.
- ♦ **Mail:** Send bill stub and payment in enclosed envelope.
- ♦ **In Person:** Visit [www.gswater.com/payment-options](http://www.gswater.com/payment-options) to find a KUBRA EZ-PAY agent to make a Cash Payment (service fee applies).

#### **BILL TERMS AND POLICY OF DISCONTINUATION OF RESIDENTIAL SERVICES FOR NONPAYMENT**

The bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. A cash deposit and reconnection charge may be required to re-establish credit and service.

To avoid disconnection of residential service for nonpayment, customers can call Golden State Water to request a one-time payment extension or set-up a payment plan by contacting our Customer Service Center at (800) 999-4033. For more information on the Policy of Discontinuation of Residential Services please visit <https://www.gswater.com/policy-of-discontinuation> available in multiple languages.

#### **WRAM/MCBA SURCHARGE/SURCREDIT**

The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. For more info, please visit [gswater.com/rates-schedules-and-tariffs](http://gswater.com/rates-schedules-and-tariffs).

**DISPUTING YOUR BILL:** If you believe there is an error on your bill or have a question about your service, please call Golden State Water Company customer support at (800) 999-4033. We welcome the opportunity to assist you. If after contacting us, you are still not satisfied with Golden State Water Company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

**Telephone:** 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
**Mail:** California Public Utilities Commission, Consumer Affairs Branch,  
 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Language	Type of Call	Toll-free 800 Number
English	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO From or to Speech-to- Speech	1-800-735-2929 1-800-735-2922 1-800-854-7784
Spanish	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO	1-800-855-3000

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level or rates, pending rate applications and sources of fuel or power.

#### **PLEASE INDICATE ANY CHANGES**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_

**Work Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**From:** Golden State Water Company <waterways@gswater.com>  
**Sent:** Friday, May 22, 2020 3:18 PM  
**To:** [REDACTED]  
**Subject:** [Test] Consumer Confidence Reports Are Now Available



[View this email in your browser](#)

# WATERWAYS | A Resource For The Communities We Serve

[HOME](#)

[YOUR SERVICE AREA](#)



Dear Valued Customer,

Golden State Water is pleased to announce that Consumer Confidence Reports are now available. The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2020 CCR mailed to your mailing address or would like to speak with someone about the report, please call 1- 800-999-4033 or email [waterquality@gswater.com](mailto:waterquality@gswater.com).

**You can view your 2020 Consumer Confidence Report and learn more about your drinking water by visiting the following URL: [gswater.com/clearlakeCCR/](https://gswater.com/clearlakeCCR/)**

El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

Si desea una copia en papel del CCR del 2020 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a [waterquality@gswater.com](mailto:waterquality@gswater.com).

Sincerely,  
Golden State Water Company

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For the latest updates, visit our website at [www.gswater.com](http://www.gswater.com)  
or follow us on Twitter and Facebook @GoldenStateH2O.



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You are receiving this email because you are a current Golden State Water customer or have opted in to receive email communication about your water service. If you received this email in error or wish to unsubscribe from future emails, please click [unsubscribe](#).

**Our mailing address is:**

Golden State Water Company  
630 E Foothill Blvd  
San Dimas, CA 91773-1207

[Add us to your address book](#)



Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#).

Lake County Publishing  
**Lake County Record-Bee**  
2150 S. Main St., PO Box 849  
Lakeport, CA 95453  
(707) 263-5636  
advertising@record-bee.com

GOLDEN STATE WATER COMPANY  
401 S. SAN DIMAS CANYON RD.  
SAN DIMAS, CA 91773

.....

*Account Number:* 3685429

*Ad Order Number:* 0006505812

*Customer's Reference*  
*/ PO Number:*

*Publication:* Lake County Record-Bee

*Publication Dates:* 07/30/2020, 08/06/2020

*Amount:* \$40.10

*Payment Amount:* \$40.10      *Payment Method:* Credit Card

*Invoice Text:* RB20893  
Interested parties who would like to  
view or print a copy of Golden State  
Water Company's 2020 Water Quality  
Report (Consumer Confidence Report) for the Year 2019 can access the report on the web at:  
[www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).  
7/30, 8/6/2020

Lake County Publishing  
**Lake County Record-Bee**

2150 S. Main St., PO Box 849  
Lakeport, CA 95453  
(707) 263-5636  
advertising@record-bee.com

3685429

GOLDEN STATE WATER COMPANY  
401 S. SAN DIMAS CANYON RD.  
SAN DIMAS, CA 91773

**Affidavit of Publication  
STATE OF CALIFORNIA  
County of Lake**

I, Audrey Taylor, being first duly sworn, depose and say: That at and during all the dates and times herein mentioned I was, and now am the legal clerk of the Lake County Record-Bee, a newspaper published for the dissemination of local or telegraphic news and intelligence of a general character, having a bona fide subscription list of paying subscribers, and which is, and has been, established, printed and published at regular intervals, to-wit: Daily (except Sunday and Monday) in the City of Lakeport, County and State aforesaid, for more than one year preceding the date of the publication below mentioned, a newspaper of general circulation, as that term is defined by Section 6,000 et al, of the Government Code of the State of California, and is not and was not during any said times, a newspaper devoted to the interests or denomination, or for any members of such classes, professions, trades, callings, races or denominations.

That at, and during all of said dates and times herein mentioned, affiant had and now has knowledge and charge of all notes and advertisements appearing in said newspaper; that the notice of which the annexed is printed copy, was published each week in the regular and entire issue of one or more number of the said newspaper during the period and times of publication thereof, to-wit:

For 2 issues published therein on the following dates, viz:  
07/30/2020, 08/06/2020;

that said notice was published in said newspaper proper and not in a supplement; that said notice, as so published, was set in type not smaller than nonpareil, and was preceded with words printed in black face type not smaller than nonpareil, describing and expressing in general terms the purport and character of said notice, as fully appears from the exact copy of said notice, which is hereto annexed as aforesaid.

Executed this 7th day of August, 2020 at Lakeport, California. I hereby declare under penalty of perjury that I have read the foregoing and that it is true and correct.



Audrey Taylor, Legal Clerk

Legal No.

**0006505812**

RB20893  
Interested parties  
who would like to  
view or print a copy  
of Golden State  
Water Company's  
2020 Water Quality  
Report (Consumer  
Confidence Report)  
for the Year 2019 can  
access the report on  
the web at: [www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).  
7/30, 8/6/2020