



26521 Summit Circle, Santa Clarita, CA 91350-3049

(661) 297-1600 | yourSCVwater.com

July 26, 2021

SENT VIA EMAIL: cliff.cheng@waterboards.ca.gov

Cliff Cheng, Associate Sanitary Engineer
California Department of Public Health
Southern California Branch, Drinking Water Field Operations
500 North Central Avenue, Suite 500
Glendale, CA 91203

Subject: 2021 Consumer Confidence Report reporting 2020 Water Quality Data

Dear Cliff Cheng,

Pursuant to Section 64483(c), Title 22, California Code of Regulations which requires a water system to “mail a copy of the ... [CCR] to the Department, followed within 3 months by a certification that the report has been distributed to customers, and that the information is correct and consistent with the compliance monitoring data previously submitted to the Department”, enclosed are Santa Clarita Valley Water Agency-Santa Clarita Water Division’s 2021 CCR and CCR Certification Form.

If you require any additional information, you can contact me at 661-259-1635 or janderson@scvwa.org.

Sincerely,

Jenny Anderson
Water Quality Specialist

APPENDIX B: eCCR Certification Form (Suggested Format)

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	SCV Water – Santa Clarita Water Division
Water System Number:	1910017

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 5/19, 5/26, 6/2, 6/9 (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: Jenny Anderson	Title: Water Quality Specialist
Signature: 	Date: 7/20/21
Phone number: (661) 259-1635	blank

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. <https://yourscvwater.com/water-quality/#waterqualityreports>
 - ☐ 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. <https://yourscvwater.com/water-quality/#waterqualityreports>
- ☐ *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. <https://yourscvwater.com/water-quality/#waterqualityreports>
- ☒ 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://yourscvwater.com/water-quality/#waterqualityreports>
- ☐ 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.

We mailed a notification that the CCR is available and provided a direct URL to the SCV Water website. We used electronic delivery methods through our billing system

as described in the Guidance for Electronic Delivery of the Consumer Confidence Report. Hard copies made available upon request.

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.

From: [Lindsey Gibson](#)
To: [Jenny Anderson](#)
Subject: FW: Your campaign Notice for 2021 Water Quality Report has been sent
Date: Thursday, July 15, 2021 12:38:28 PM

Hey Jenny, let me know if you need anything else. Thanks!

Lindsey Gibson
Senior Public Affairs Specialist
Santa Clarita Valley Water Agency
Water Resources & Outreach Department



From: Constant Contact <noreply@constantcontact.com>
Sent: Thursday, June 10, 2021 1:32 PM
To: Lindsey Gibson <lgibson@scvwa.org>
Subject: Your campaign Notice for 2021 Water Quality Report has been sent

CAUTION - EXTERNAL SENDER

Constant Contact



Dear Lindsey Gibson,

Your campaign '**Notice for 2021 Water Quality Report**' was sent on 6/10/2021 around 4:30 PM EDT.

Below is a copy of the message your subscribers received. See how your campaign is doing by visiting Reports [in your account](#) to get real-time results and stats.

Subject: Notice for 2021 Water Quality Report





Notice for Important Information About Your Drinking Water Quality

2021 WATER QUALITY REPORT

<https://yourscvwater.com/wp-content/uploads/2021/05/2021-SCV-Water-Quality-Report.pdf>

**THIS NOTICE CONTAINS INSTRUCTIONS FOR YOU TO OBTAIN
IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER.
TRANSLATE IT, OR SPEAK WITH SOMEONE WHO UNDERSTANDS IT.**

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires SCV Water to provide all of its customers. The purpose of the CCR is to raise customers' awareness of the quality of their drinking water, where their drinking water comes from, what it takes to deliver water to their homes, and the importance of protecting drinking water sources.

Arabic

عبر رقم (661) 294-SCV Water يحتو هذا التقرير على معلومات مهمة عن مياه الشرب. يرجى الاتصال هاتفياً بشركة 0828 للمساعدة باللغة العربية.

Cantonese

SCV Water, (661) 294-0828 請聯絡 大鑊重要飲用水的質素 需嘅話請電 294-0828.

Farsi, Persian

قسمت ، SCV Water گزارش شما ملاطفاً عاتمه میدر مورد آب آشامیدنی شماست. لطفاً برای یکسبب اطلاعاً عاتبه صفحه (661) 294-0828 و گویشمور دنظر مر اجهفر مایید.

Hindi

इस रिपोर्ट में आपके पीने के जल से सम्बंधित महत्वपूर्ण जानकारी है। हिन्दी में सहायता के लिए, SCV Water को अथवा (661) 294-0828 पर संपर्क करें।

Japanese

この報告書には上水道に関する重要な情報が記されております。ご質問等ございましたら、SCV Water, (661) 294-0828まで日本語でご連絡下さい。

Korean

이보고서는당신의식수에관한중요한정보를포함하고있습니다. 한국어로된도움을원하시면SCV Water, (661) 294-0828로문의하시기바랍니다

Tagalog

Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan lamang sa SCV Water o tumawag kayo sa (661) 294-0828 para matulungan nila kayo sa wikang Tagalog.

Vietnamese

Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ SCV Water tại (661) 294-0828 để được trợ giúp bằng tiếng Việt.

To view your 2021 Consumer Confidence Report and to learn more about your drinking water, please visit the following URL:

<https://yourscvwater.com/wp-content/uploads/2021/05/2021-SCV-Water-Quality-Report.pdf>

If you would like to receive a paper copy, please fill out your information below and return to 24631 Ave. Rockefeller, Valencia, CA 91355. Or, email ccare@scvwa.org or call (661) 294-0828 to get a copy sent to you.

Account #: _____ Date: _____

Name: _____

Property Address: _____

Mailing Address: _____

Click here to download Notice as a PDF

INFORME de CALIDAD del AGUA

<https://yourscvwater.com/wp-content/uploads/2021/06/2021-Water-Quality-Report-SPANISH.pdf>

ESTE AVISO CONTIENE INSTRUCCIONES PARA QUE USTED PUEDA OBTENER INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA DE TOMAR. TRADÚZCALO O HABLE CON ALGUIEN QUE SE LO PUEDA EXPLICAR.

El Reporte de Confianza del Consumidor, o CCR, es un reporte anual de la calidad del agua que el Safe Drinking Water Act (SDWA) le requiere al SCV Water para proveérselo a usted. El propósito del CCR es de darle más conocimiento a los clientes de la calidad del agua de tomar, de donde proviene el agua de tomar, lo que se necesita para llevar agua a sus hogares, y la importancia de la protección de las fuentes de agua de tomar.

Para ver su reporte de Confianza del Consumidor del 2020 y para aprender más acerca de su agua de tomar, por favor visite el siguiente enlace URL:

<https://yourscvwater.com/wp-content/uploads/2021/06/2021-Water-Quality-Report-SPANISH.pdf>

Si usted desea una copia en papel de la CCR del 2021 enviada por correos, por favor llene la siguiente información y devuélvala a la siguiente dirección: 24631 Ave. Rockefeller, Valencia, CA 91355. O, ccare@scvwa.org o (661) 294-0828 por una copia en papel.

de Cuenta : _____ Fecha: _____

Nombre: _____

Dirección de la propiedad: _____

Dirección de envío: _____

Haga Clic Aquí Para Descargar Este Aviso en PDF

Thank you,

SCV Water

SCV WATER

27234 Bouquet Canyon Rd
Santa Clarita, CA 91350
yourSCVwater.com
(661) 297-1600



SCV Water | 27234 Bouquet Canyon Road, Santa Clarita, CA 91350

[Unsubscribe lgibson@scvwa.org](mailto:lgibson@scvwa.org)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by ccare@scvwa.org



Bill Insert

24631 Ave Rockefeller, Valencia, CA 91355

(661) 294-0828 | yourSCVwater.com

2021 WATER QUALITY REPORT

<https://yourscvwater.com/wp-content/uploads/2021/05/2021-SCV-Water-Quality-Report.pdf>

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Cantonese- 本報告包含閣下飲用水的重要資料。如需廣東話服務，請聯絡 SCV Water, (661) 294-0828。

Farsi, Persian

گوش و 294-0828 (661) قسمت ، SCV Water صفحه به اطلاعات این کسب برای لطفا. شماست آشامیدنی آب مورد در مهمی اطلاعات شامل گزارش فرمایید مراجعه نظر مورد

Hindi - इस रिपोर्ट में आपके पीने के जल से सम्बंधित महत्वपूर्ण जानकारी है। हिंदी में सहायता के लिए, SCV Water को अथवा (661) 294-0828 पर संपर्क करें।

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Tagalog- Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa SCV Water o tumawag sa (661) 294-0828 para matulungan sa wikang Tagalog.

Vietnamese - Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ SCV Water tại (661) 294-0828 để được trợ giúp bằng tiếng Việt.

Arabic- SCV Water بشركة هاتفياً الاتصال يرجى. الشرب مياه عن مهمة معلومات على التقرير هذا يحتوي العربية باللغة للمساعدة (661) 294-0828 رقم على

To view your 2021 Consumer Confidence Report and to learn more about your drinking water, please visit the following URL: <https://yourscvwater.com/wp-content/uploads/2021/05/2021-SCV-Water-Quality-Report.pdf> after June 30, 2021.

If you would like to receive a paper copy of the 2021 CCR mailed to you, please fill out your information below and return to 24631 Ave. Rockefeller, Valencia, CA 91355

Account #: _____ Date: _____

Name: _____

Mailing Address: _____



24631 Ave Rockefeller, Valencia, CA 91355

(661) 294-0828 | yourscvwater.com

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<https://yourscvwater.com/wp-content/uploads/2021/05/2021-SCV-Water-Quality-Report.pdf>

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Si usted desea una copia en papel de la CCR del 2021 enviada por correos, por favor llene la siguiente información y devuélvala a la siguiente dirección: 24631 Ave. Rockefeller, Valencia, CA 91355.

No. de cuenta: _____ Fecha: _____

Nombre: _____

Dirección de envío: _____

SHARE:

[Join Our Email List](#)

June 2021



IN THIS ISSUE

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- Customer Care Lobby to Reopen July 6
- Water Shortage Contingency Plan Public Hearing Set
- SCV Water Purchases Power Saving Solar Energy
- SCV Water is here to HELP – Get a Rebate up to \$750
- Social Media Spotlight
- Resources & Useful Links

2021 Water Quality Report Now Available



The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires SCV Water to provide all of its customers. The purpose of the CCR is to raise customers' awareness of the quality of their drinking water, where their drinking water comes from, what it



takes to deliver water to their homes, and the importance of protecting drinking water sources.

Click the link to view your [2021 Water Quality Report](#).

SCV Water Customer Care Lobby Set to Re-open July 6

New Safety Measures in Place, Including Plexiglass Dividers and Hand Sanitizing Station



With the COVID-19 vaccine available and the state's plans to move away from its tier system if certain conditions are met, SCV Water is gearing up to re-open its Customer Care lobby located at 24631 Avenue Rockefeller in Valencia on Tuesday, July 6. The lobby will be open Monday to Thursday from 7:30am – 5:30pm and alternating Friday's until 4:30pm.

"The health and safety of our customers is our top priority," said SCV Water's General Manager Matt Stone. "At the time of our July re-opening, we will follow state and county guidelines for social distancing and face masks; we've also introduced new safety measures in our lobby."

Here's what our customers can expect:

- New safety measures in place, including plexiglass dividers, floor markers and a hand sanitizing station.
- An external drop box that is available 24/7 for payments.
- Flexibility to still do business online at [yourSCVwater.com](https://yourscvwater.com) or by phone, 661-294-0828.
- Option to conveniently pay their water bills in cash at participating 7-Eleven or CVS Pharmacy locations.

Late fees and shut-offs due to COVID-19 are still suspended in the near term, but SCV Water encourages customers who are behind on their water bills to set up a payment plan through Customer Care by contacting 661-294-0828. Eligible customers can also apply for state assistance with their unpaid utility bills and rent by visiting, HousingIsKey.com or calling 833-430-2122 for more information and to verify eligibility.

SCV Water Purchases Power Saving Solar Energy Assets

Agency committed to sustainability and clean energy



SCV Water recently completed the purchase of onsite energy-producing solar assets to aid power consumption. This purchase will deliver SCV Water customers a source of clean energy for years to come. The solar panels have been operating on Agency property since 2011 and 2013 under a power purchase agreement. They were purchased for the fair market value buy-out of \$15,467,000. The transaction was completed on March 29 and will serve to put the Agency in an improved financial position while using clean, renewable energy.

The Agency estimates to save \$5 million over the life of the lease, ending in 2039. The energy systems power roughly 17% of SCV Water's total power consumption.

"SCV Water prides itself on a commitment to sustainability," said SCV Water's General Manager Matt Stone. "Investing in solar will deliver a long-term source of clean energy to our valued customers."

TerraVerde Energy assisted SCV Water in completing the successful transaction. The firm has experience negotiating the purchases of large commercial solar projects and has worked with other California public agencies to guide similar asset purchases and mitigate risks while ensuring a smooth and successful transition.

SCV Water is dedicated to the continued search for innovative and environmentally friendly choices to benefit customers. Recently, the Agency also received nearly \$250,000 in grant funds from the California Governor's Office of Emergency services, which will help fund a new generator at its Earl Schmidt Filtration Plant. The new generator will keep power running in times of emergency.

For more information and resources, visit yourSCVwater.com.

Water Shortage Contingency Plan Public Hearing Set

SCV Water is undertaking several important planning efforts to ensure adequate long-term water quality and supplies for today and tomorrow. As part of this, SCV Water will hold virtual public hearings on the Water Shortage Contingency Plan and Ordinance on Wednesday, June 9 at 6:00 p.m. The public will have an opportunity to provide comments during the hearings, which comes after the 30-day public review and comment period that ended on April 12. The draft plan and ordinance are available online at: yourSCVwater.com/wscp.

The Water Shortage Contingency Plan is a requirement of the California Urban Water Management Planning Act and other applicable laws. This plan will help SCV Water prioritize actions when water shortage conditions occur such

because of drought, earthquakes, fires or other catastrophic events. Important components of the plan focus on water conservation and water shortage planning.

The public has been invited to participate in the process to develop the Water Shortage Contingency Plan. The Agency held a public workshop in January that is available to view, along with the presentation and factsheet, at: yourSCVwater.com/wscp.

SCV Water is Here to HELP Rebates up to \$750*

	CONVERT SPRAY DRIP IRRIGATION 	INSTALL HE NOZZLES & PRESSURE REGULATION 
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SCV Water is offering its HELP Rebate (Healthy & Efficient Landscape Programs) to residents, businesses, large landscapes and homeowners' associations.

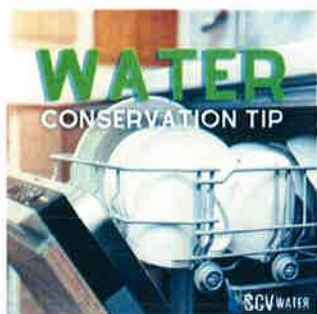
Rebates available up to \$750* per account
(*excluding taxes, labor, and non-qualifying devices)

Decide which option works best for you ... or use a combination of both!

- **Option #1:** Convert spray to drip irrigation. Get \$0.50/sq ft to convert spray irrigation to drip. Drip irrigation works best for shrubs, flowers, and other non-turf applications.
- **Option #2:** Install high-efficiency nozzles and pressure regulators. Get the following rebates: 100% for HE nozzles, 75% for master pressure regulation, and \$10 per pressure regulating body, when you replace your old spray sprinklers with high efficiency equipment to make your irrigation system lean, mean and green!

For more information, click [here](#).

Social Media Spotlight



Water is a limited resource so do what you can to conserve it! If you have an electric dishwasher, use it only to wash full loads, and use the shortest cycle possible. Many dishwashers have a conserve/water-miser cycle.

For more conservation tips, [visit](#).

Join the conversation on any of the social media

platforms below. Be sure to "like" or "follow us" so you don't miss anything!



Resources & Useful Links

- [SCV's Hottest Plant Guide](#)
- [Steps to Lawn Replacement](#)
- [Landscape Inspiration and Information](#)
- [COVID-19 Update](#)
- [Agency Calendar](#)
- [Garden Class Schedule and Sign Ups](#)
- [School Education Programs](#)
- [Kid's Corner](#)

Visit us at yourSCVwater.com

SCV WATER

27234 Bouquet Canyon Rd
Santa Clarita, CA 91350
yourSCVwater.com
(661) 297-1600



NEWS RELEASE

DATE: June 10, 2021

FOR IMMEDIATE RELEASE

SCV Water Releases Annual Water Quality Report

Water supplied to customers continues to meet or surpass state and federal quality standards

SANTA CLARITA – SCV Water’s 2021 Annual Water Quality Report is now available. This year’s report, in partnership with Los Angeles County Water Works District #36, shows that water provided by the Agency to customers continues to meet or surpass rigorous state and federal drinking water compliance standards during 2020.

“This past year has brought all of us challenges and uncertainty. One thing our customers can rely on is that our team of essential workers continues to provide our community with clean, safe water they can trust,” said SCV Water General Manager Matt Stone. “We invite our valued customers to read the report to learn more about the quality of our water, future planning efforts, programs and initiatives.”

The annual report, also referred to as a Consumer Confidence Report, is required by the Division of Drinking Water (DDW) and provides a snapshot of local water quality supplies in the Santa Clarita Valley, details on where the Agency’s water comes from, what it contains and how it compares to strict federal and state standards.

Before reaching the tap, the Agency’s water supply must withstand rigorous rounds of treatment and monitoring. More than 20,000 tests per year are performed to ensure a safe water supply is delivered to customers.

The full report is available in both English and Spanish at <https://yourscvwater.com/water-quality/>. Water customers will receive a bill notice no later than June 30 notifying them that the report is available. Customers can also request a hard copy in either language at (661) 294-0828 or ccare@scvwa.org.

About SCV Water:

The Santa Clarita Valley Water Agency (SCV Water) is a full-service regional water agency located in the Santa Clarita Valley. SCV Water provides water service to approximately 74,000 business and residential customers. It was formed on January 1, 2018, when local water suppliers combined into one integrated, regional water provider. More information can be found at www.yourSCVwater.com

For more information, please contact:

Kathie Martin
Communications Manager
SCV Water
kmartin@scvwa.org

signalscv.com

Report shows local water quality surpasses state and federal standards

Kev Kurdoghlian

2 minutes

The Santa Clarita Valley Water Agency released its annual water quality report this week. This year's report shows that customers continued to receive water that meets or surpasses rigorous state and federal drinking water compliance standards in 2020.

"This past year has brought all of us challenges and uncertainty. One thing our customers can rely on is that our team of essential workers continues to provide our community with clean, safe water they can trust," SCV Water General Manager Matt Stone said in a prepared statement.

The annual report is required by the state water board's Division of Drinking Water and provides a snapshot of local water quality supplies in the SCV, details on where the agency's water comes from, what it contains and how it compares to strict federal and state standards.

Before reaching the tap, the agency's water supply must withstand rounds of treatment and monitoring. SCV Water performs more than 20,000 tests per year to ensure a safe water supply for

its customers.

The full report is available in both English and Spanish at <https://yourscvwater.com/water-quality/>. Water customers will receive a bill notice no later than June 30 notifying them that the report is available. Customers can also request a hard copy in either language at 661-294-0828 or ccare@scvwa.org.

For the 2021 social media, here are the links to the posts:

FB (post in English and Spanish):

<https://www.facebook.com/scvwater/photos/a.304901370000759/1096920070798881/?type=3&theater>

IG (post in English and Spanish): <https://www.instagram.com/p/CQY2BmDD60h/>

TW:

English – https://twitter.com/scv_water/status/1407005793573036035

Spanish – https://twitter.com/scv_water/status/1407005793271099395

Below are the locations the annual report were placed in a public area:

CCR's were delivered to the Librarians at each library listed below. Additional copies were placed in the SCVWA Kiosks at each location indicated by an *.

Castaic Library

Stevenson Ranch Library

*Valencia Library

*Newhall Library

*Canyon Country Library

College of the Canyons has a SCVWA Kiosk. Copies put here as well.