

## 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 Downey
Water System Number:	1910034

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 7/1/21 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: Dan Mueller	Title: Deputy Director/Utilities Manager
Signature: 	Date: 7/1/21
Phone number: 562-904-7110	

*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:  
<http://www.downeygis.org/wqr/2020.pdf>
  - ☐ 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) \* **See Comments Section**

- ☐ 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:  
<http://www.downeygis.org/wqr/2020.pdf>
- ☐ *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: <http://www.downeygis.org/wqr/2020.pdf>  
**\* See Bill Message**
- ☐ 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.\_\_\_\_\_
- ☐ 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.*

<i>Hard copies of CCR were placed at the following public places:</i>
<i>City Hall cashier counter, City Hall Public Works counter, and Water Utility Yard</i>

<i>counter. Notification that the CCR was available for review, along with the listing of the</i>
<i>URL for viewing the CCR on the City's website, was provided in customer water bills</i>
<i>(see highlighted example of attached bill message).</i>

*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.*

# STATEMENT OF SERVICES

(highlighted in yellow below)



**City of Downey - Utilities Division**  
**Water & Sewer Service**  
 11111 Brookshire Avenue  
 Downey, CA 90241

Billing Inquiries: (562) 904-7246  
 Trash Inquiries: (562) 259-1239 CALMET  
 Mail to: Dept LA 23221, Pasadena, CA 91185-3221  
 Emergency Only: (562) 904-7313

## CURRENT WATER USAGE

Previous Water Meter Read: 3,485 CU  
 Current Water Meter Read: 3,557 CU  
**Current Water Usage: 72 CU**

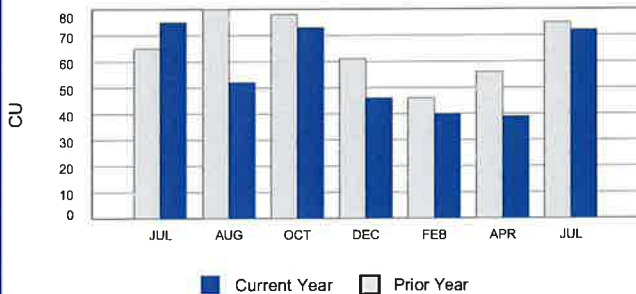
## WATER USAGE BREAKDOWN BY TIERS:

Tier	Range (CU)	Usage (CU)	Rate (\$/CU)	Cost per Tier (\$)
Tier 1	0 - 15	15	\$1.397	\$20.96
Tier 2	16 - 30	15	\$1.816	\$27.24
Tier 3	31 - 70	40	\$2.904	\$116.16
Tier 4	>70	2	\$5.519	\$11.03
<b>Total</b>		<b>72</b>		<b>\$175.39</b>

Tiers	Tier 1	Tier 2	Tier 3	Tier 4
Range (CU)	0 - 15	16 - 30	31 - 70	>70
Usage (CU)	<b>15</b>	<b>15</b>	<b>40</b>	<b>2</b>
Rate (\$/CU)	\$1.397	\$1.816	\$2.904	\$5.519
Cost per Tier (\$)	<b>\$20.96</b>	<b>\$27.24</b>	<b>\$116.16</b>	<b>\$11.03</b>

## WATER USAGE HISTORY

Compare Your Water Usage



Current Water Usage: 72 CU / 63 Days  
 Same Period Last Year: 75 CU / 63 Days

## IMPORTANT INFORMATION

Pay Bill Online: [www.downeyca.org](http://www.downeyca.org) or by Phone: (855)748-6019. Register to get city emergency alerts by texting Downey Alerts to 888777. Enroll for the optional annual Emergency Transportation Program for \$65.00 dollars. For info, visit [www.downeyca.org](http://www.downeyca.org) or call (562) 904-7246. Annual Drinking Water Quality Report available on-line at <http://www.downeygis.org/wqr/2020.pdf>. Please call (562)904-7202 for paper copy or have any questions.

## ACCOUNT SUMMARY

**Customer No:** 106387+001 **Account No:** 1302-002-001  
**Account Name:** MARIA SILVA  
**Service Address:** 7127 PELLET ST  
**Service Period:** 4/18/2021 to 6/19/2021  
**Bill Date:** 07/01/2021 **Late After:** 07/22/2021

## ACCOUNT DETAIL

Previous Balance \$138.95  
 Payment(s): 06/01/2021 (\$138.95)  
 Adjustments \$0.00  
**Balance Forward \$0.00**

## WATER SERVICE

Meter Number: 0002810736 Meter Size: 1-1/2"  
 Fixed Meter Charge \$53.34  
 Variable Usage Charge \$175.39  
**Total Bi-Monthly Water Service Charge \$228.73**

## SEWER SERVICE

Sewer Charge \$12.68  
**Total Bi-Monthly Sewer Service Charge \$12.68**

## MISCELLANEOUS CHARGES/FEES

State Fee (AB 939) \$1.90  
**Total Miscellaneous Charges/Fees \$1.90**

**Total Current Charges \$243.31**  
 Balance Forward \$0.00

**TOTAL AMOUNT DUE: \$243.31**

**\*\*\* DUE UPON RECEIPT \*\*\***

Keep top portion for your records and return the bottom stub with your payment. **Make check payable to: City of Downey**  
**Sign up for Automatic Bill Pay - See Reverse or to pay by credit card or e-check - go to [www.downeyca.org](http://www.downeyca.org)**



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**Water & Sewer Service**  
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\*\*AUTO\*\*SCH 5-DIGIT 90240 1 PS5 125951AB30-A-1  
 260 1 AV 0.395



MARIA SILVA  
 7127 PELLET ST  
 DOWNEY CA 90241-2021

**Customer Number**

106387+001

**Account Number**

1302-002-001

**Area**

area3

**Account Name**

MARIA SILVA

**Service Address**

7127 PELLET ST

**Bill Date**

07/01/2021

**Late After**

07/22/2021

**Total Amount Due**

**\$243.31**

**AMOUNT ENCLOSED \$**



CITY OF DOWNEY  
 UTILITIES DIVISION  
 DEPT LA 23221  
 PASADENA CA 91185-3221

010638700100024331

## HOW TO PAY YOUR BILL



**Pay Online** – Schedule one time or recurring payments using your credit/debit card or checking account. Electronic billing is available free of charge. For details and to enroll, visit [www.downeyca.org](http://www.downeyca.org).



**Phone** – 24 hours a day, 7 days a week; Call 1-855-748-6019 to make a payment using your credit/debit card, or checking account.



**Mail** – Mail payments to City of Downey – Utilities Division, Dept. LA 23221, Pasadena, CA 91185-3221



**In Person** – Monday through Friday, 7:30 a.m. to 5:30 p.m. at Downey City Hall, 1st Floor Cashier, 11111 Brookshire Avenue, Downey, CA 90241



**Drop Box** – 24 hours a day, 7 days a week; box located on wall at entrance to Downey City Hall, 11111 Brookshire Avenue, Downey, CA 90241



**Automatic Deduction from Bank Account (ACH)** – For details and application call City of Downey Finance Department at 562-904-7246.

## MISCELLANEOUS/ CHARGES and FEES

**Water Service Deposit** – Deposit fee charged for establishing a new water service account. The deposit fee is credited back to the customer's closing bill when service is discontinued.

### Due Date—UPON RECEIPT

**Past Due Balance** – If there is a previous balance shown on the bill, it is PAST DUE and your water service may be subject to disconnection and additional fees. In accordance with applicable rules and regulations of the City of Downey, disconnection will occur for non-payment and water service will be restored only after payment of all outstanding charges and reconnection fee. It is the customer's responsibility to assure that payments are received in a timely manner.

**Late Notice Fee** – Late notice fee charged to customers who are delinquent in paying their bill.

**Water Shut-off/Special Notice Fee** – Notice fee charged to customers who receive notice that their water service will be disconnected due to non-payment.

**Reconnection Fee** – Fee charged to customers for having their water service reconnected after it was disconnected due to non-payment.

**Returned Payment Item** – A \$25.00 Returned Payment Item fee will be charged to the customer's account for any check, ACH, credit or debit card payment that is returned from the bank for any reason. All returned items must be cleared within 72 hours from the door tag or service will be disconnected for non-payment and subject to additional fees.

**Billing Disputes** – Any questions concerning your bill should be directed to our Customer Service Representatives available Monday through Friday, from 7:30 AM to 5:30 PM, at (562) 904-7246 or by e-mail at [waterbilling@downeyca.org](mailto:waterbilling@downeyca.org).

**Moving?** Please contact the City of Downey Water Utilities Department at least one business day before the desired closing date. You are responsible for all water and sewer charges until we are notified to stop service.

## Update My Information

Please allow 1-2 billing cycles for change to take effect

### Change my mailing address to:

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Primary Phone: \_\_\_\_\_

Primary Email: \_\_\_\_\_

## WATER SERVICE

The City of Downey bills for water service on a bi-monthly basis. The water rate structure is comprised of two components: 1) fixed meter charge and 2) variable water usage charge. The Variable Water Usage Charge makes up a greater portion of each customer's Total Bi-Monthly Water Service Charge which has proven equitable and effective in achieving water conservation. Therefore, reducing water usage can help conserve water while reducing the amount of money owed on your bill.

**Fixed Meter Charge** – The basic (i.e. flat) bi-monthly charge for every customer based on the size of the customer's water meter or in the case of fire services, the size of the service.

**Variable Usage Charge** – The bi-monthly water usage charge is based on units (CUs) of water flow registered at each customer's water meter. This charge is made of multiple tiers each having its own rate and is therefore calculated as the sum of the water used (CU) under each tier multiplied by the corresponding rate (\$/CU). Customers can find a table and graphical breakdown of water usage by tiers under the "Current Water Usage" section on the front of this Statement of Services.

**Consumption Unit (CU)** – 1 Consumption Unit (CU) is equal to 100 cubic feet (ccf) or 748 gallons of water used.

**Tier** – The Variable Water Usage Charge is made of multiple tiers. Each tier has a range of water usage (CU) allowed and an associated rate (\$/CU) before moving into the next tier depending on the total amount of water used.

**Backflow Prevention Program** – Charged to water accounts which have testable backflow devices such as Pressure Vacuum Breakers (PVBs), Double Check Detector Assemblies (DCDAs), and Reduced Pressure Principal Devices (RPs).

## SEWER SERVICE

The City of Downey bills for sanitary sewer service on a bi-monthly basis. The sewer rate structure is comprised of two components: 1) fixed sewer charge; and 2) variable sewer charge.

**Fixed Sewer Charge** – The basic (i.e. flat) bi-monthly charge for every customer. For Single Family Residential customers it is a flat charge of \$5.48, for Multi-Family Residential customers it is \$3.28 times the number of dwelling units, and for Non-Residential Customers it is based on the size of the customer's water meter.

**Variable Sewer Charge** – Sewer charge is based on units (CUs) of water flow registered at each customer's water meter. This charge is calculated by multiplying the amount of water used each bi-monthly period in Consumption Units (CUs) by the rate of \$.10/CU.

**AB 939 Solid Waste Reduction Fee** – The bi-monthly Assembly Bill (AB) 939-Solid Waste Reduction is a state-mandated program requiring diversion/recycling of solid waste. For Single Family Residential customers there is a flat charge. For Multi-Family Residential accounts there is a flat charge times the number of dwelling units.

To receive a copy of the City's policy on Discontinuation of Residential Water for nonpayment in English, Spanish, Chinese, Tagalog, Vietnamese and Korean please call 562-904-7246 or visit: <https://www.downeyca.org/residents/payments-permits/water-services>

Se proporciona la "POLITICA SOBRE INTERRUPTCIÓN DE SERVICIO RESIDENCIAL DE AGUA POR FALTA DE PAGO" adjunta en inglés. Aviso adjunto en inglés. Si usted requiere la Política adjunta en español, favor de comunicarse con nuestra oficina al (562) 904-7246 y le proporcionaremos una política traducida al español.

隨附的“停止為不付款人士提供住宅供水服務政策”是以英文提供。如果您需要中文版的政策，請撥打(562) 904-7246 聯繫我們的辦公室，我們會為您提供一份翻成中文的政策。

Kèm theo đây là bản tiếng Anh “ĐIỀU KHOẢN VỀ VIỆC NGỪNG CẤP NƯỚC TRONG NHÀ KHI KHÔNG TRẢ TIỀN”. Nếu bạn cần Điều Khoản kèm theo trong tiếng Việt, xin liên lạc văn phòng chúng tôi tại (562) 904-7246 và chúng tôi sẽ cung cấp cho bạn bản Điều Khoản được dịch sang tiếng Việt.

“미납에 따른 주거용 수도 공급 중단에 관한 정책” 첨부 문서는 영어로 제공됩니다. 첨부된 정책 문서를 한국어로 받으시려면, 저희 사무실에 (562) 904-7246 으로 연락하시고 저희가 한국어로 번역된 정책 문서를 제공하겠습니다.

Ang nakalakip na “PATAKARAN SA PAGTIGIL SA RESIDENSYAL NA SERBISYO NG TUBIG DAHIL SA HINDI PAGBABAYAD” ay ibinibigay sa Ingles. Kung kailangan mo ang nakalakip na Patakan sa Tagalog, makipag-ugnay sa aming tanggapan sa numerong (562) 904-7246 at bibigyan ka namin ng Paunawang isinalin sa wikang Tagalog.