

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

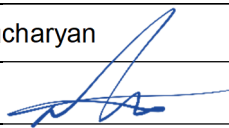
### Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	City of Glendale Water and Power
Water System Number:	CA1910043

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 07/01/2024 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: Martin Manucharyan	Title: Water Quality Manager
Signature: 	Date: 09/30/2024
Phone number: (818) 937-8957	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.glendaleca.gov/WaterQualityReports](http://www.glendaleca.gov/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.glendaleca.gov/WaterQualityReports](http://www.glendaleca.gov/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.glendaleca.gov/WaterQualityReports](http://www.glendaleca.gov/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: 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.*

GWP sent information regarding the CCR to customers via bill insert (attached) and
city-wide email newsletter prior to the document's publication at
<a href="http://www.glendaleca.gov/WaterQualityReports">www.glendaleca.gov/WaterQualityReports</a> . This ensured that all customers, including those
set up for e-bill and autopay, were notified of the upcoming publication of the CCR.
customers were also given the option to request the hard copy of the report by calling or
emailing our Customer Service Department.

*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.*

**ATTACHMENT 1:**  
**2024 CCR Promotion and Distribution Methods**

**Availability of the CCR was announced on the following social media platforms:**

- Instagram
- X
- Facebook
- WaterInsight Customer Portal
- [From the Source](#) digital newsletter
- [Glendale City Connection](#) digital newsletter

**Hard copies of the CCR were posted at the following locations:**

- Glendale City Management's Office (City Hall)
- GWP's Engineering Department
- GWP's Administration Office
- Glendale Community Development Office
- Glendale City Clerk's Office
- GWP's Customer Service Counter
- GWP's Billing & Payment Counter
- Glendale Housing Division
- GWP's Conservation & Public Benefit Programs Department

**Hard copies of the CCR were also distributed at the following community events and meetings:**

- Glendale Cruise Night
- Summer Concerts at the Park
- Touch a Truck Event
- Solar Community Meetings

**ATTACHMENT 2:**  
**2024 CCR Announcement Bill Insert**

# 2023 CONSUMER CONFIDENCE REPORT

**GWP's Water Quality Report or Consumer Confidence Report will be available online by July 1, 2024. A hard copy will not be mailed out unless requested.**

The Consumer Confidence Report (CCR) is an annual water quality report that the Safe Drinking Water Act requires Glendale Water & Power (GWP) to mail to all customers by July 1st of every year. The purpose of the report is to inform customers about the quality of your drinking water, where it comes from, what it takes to deliver water to your home, and the importance of protecting drinking water sources. The State Water Resources Control Board, Division of Drinking Water now allows for the electronic distribution of the CCR to customers. The 2023 CCR will be available electronically at [GlendaleCA.gov/WaterQualityReports](https://GlendaleCA.gov/WaterQualityReports) by July 1, 2024.

## REQUEST A HARD COPY

If you prefer a hard copy of the CCR to be mailed to you, email us at [GWPConservation@GlendaleCA.gov](mailto:GWPConservation@GlendaleCA.gov) or call our Customer Service Department at 855-550-4497.

**This information is very important.** Please have someone translate it for you.

**Esta informacion es muy importante.** Por favor pidale a alguien que se lo traduzca.

**Napakahalaga ang impormasyon na ito.** Mangyaring ipasalin ninyo para sa inyong pang unawa.

**Այս տեղեկությունը շատ կարևոր է:** Խնդրում ենք, որ մեկին թարգմանել տաք այն:

यह जानकारी बहुत ही महत्वपूर्ण है। कृपया किसी से इसका अनुवाद करवा लीजिए।

이 정보는 매우 중요합니다. 누군가에게 번역해달라고 하십시오.

これは非常に重要な情報です。どなたかに翻訳をお願いしてください。  
此資訊十分重要，請您找人幫您翻譯。



Scan to learn  
more about the  
**Water Quality  
Report**

