

## Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Long Beach Water Department
Water System Number:	1910065

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 6/25/2021 (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: Yan Zhang, Ph.D., PE	Title: Director of Water Quality & Process
Signature: 	Date: 07/12/2021
Phone number: 562-570-2420	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: <https://www.lbwater.org/water-quality/annual-water-quality-report/>
  - 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: <https://www.lbwater.org/water-quality/annual-water-quality-report/>
- For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

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The newsletter and utility message with information of CCR availability were sent to the following zip codes: 90755; 90780; 90801; 90802; 90803; 90804; 90805; 90806; 90807; 90808; 90809; 90810; 90811; 90812; 90813; 90814; 90815

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CCR to be posted at 12-LONG BEACH PUBLIC LIBRARIES, OPEN 12 – 7 P.M.

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1. *Billie Jean King Main Library 200 W Broadway Long Beach CA 90802*
  2. *Alamitos Neighborhood Library 1836 E 3rd St, Long Beach, CA 90802*
  3. *Los Altos Neighborhood Library 5614 E Britton Dr, Long Beach, CA 90815*
  4. *Bay Shore Neighborhood Library 195 Bay Shore Ave, Long Beach, CA 90803*
  5. *Ruth Bach Neighborhood Library 4055 N Bellflower Blvd, Long Beach, CA 90808*
  6. *Mark Twain Neighborhood Library 1401 E Anaheim St, Long Beach, CA 90813*
  7. *El Dorado Neighborhood Library 2900 N Studebaker Rd, Long Beach, CA 90815*
  8. *Brewitt Neighborhood Library 4036 E Anaheim St, Long Beach, CA 90804*
  9. *Library Biblioteca 560 E Hill St, Long Beach, CA 90806*
  10. *Dana Neighborhood Library 3680 Atlantic Ave, Long Beach, CA 90807*
  11. *Bret Harte Neighborhood Library 1595 W Willow St, Long Beach, CA 90810*
  12. *Michelle Obama Neighborhood Library 5870 Atlantic Ave, Long Beach, CA 90805*
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# Long Beach 90H2O

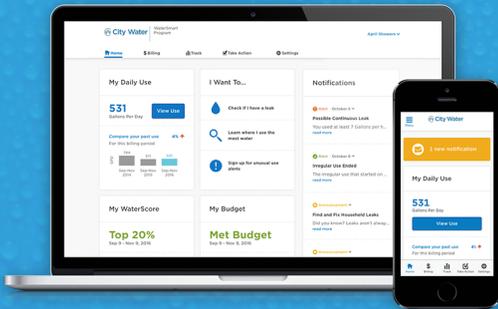
## Summer 2021



## Let's LiveSmartLB!

Long Beach Water has recently upgraded you to a smart water meter. Smart meters keep your billing and account information secure, and they provide many cost-saving benefits.

Now, Long Beach Water is excited to make available to you a free, customer portal called WaterSmart where you can use your smart meter information to help you proactively manage your water use.



### WaterSmart is a new online customer portal offered by Long Beach Water that allows you to:

- Track and view details about your water use
- Set up alerts and notifications for possible leaks or unusual usage
- Receive personalized tips on saving water
- Get informed about Long Beach Water news and community events
- Set communications preferences

To register and log into your customer portal account go to [lbwater.watersmart.com](http://lbwater.watersmart.com).

Sign-up for this new, free service to help you save water and money today! For questions or assistance, please email [SmartMeter@lbwater.org](mailto:SmartMeter@lbwater.org) or call 562.570.2309.

Learn more about your new smart water meter by visiting [lbwater.org/livesmartlb](http://lbwater.org/livesmartlb).



  @lbwater

 @longbeachwater

More hacks at  
**LiveH2OLB**  
.com

  
Long Beach Water

# Save Water, Save Money this Summer with these Outdoor Landscaping Tips:

- Check your irrigation system by turning individual stations on and looking for these common signs of leaks:
  - o Misaligned sprinkler heads that spray water in an area where there's no plants
  - o Malfunctioning valves that flood around the sprinkler
  - o Missing or broken spray heads
  - o Broken or slow leaks in the lateral lines where water sprays in between sprinklers or floods
  - o Broken seals where water spurts out from the sprinkler base
- Don't forget to keep your summer landscape watering days to Tuesdays, Thursdays, and Saturdays only before 9am or after 4pm.
- Upgrade your irrigation to a "cycle and soak" schedule for more efficient watering. Set your irrigation controller to run multiple, short cycles instead of one long watering session. A 30-minute break in between the cycles will give the soil more time to absorb water.
- Swap out conventional sprinkler heads for rotating nozzles. Rotating nozzles apply water more slowly and uniformly to your landscape with larger droplets so less water is lost through misting, misdirection and runoff. Rebates are available at [socalwatersmart.com](http://socalwatersmart.com) for purchases of 30 nozzles or more.



## Annual Water Quality Report Available Online July 1

Our annual Water Quality Report, also known as the Consumer Confidence Report (CCR) provides information as to how well your drinking water meets and exceeds water quality regulations. We appreciate you reading this report and learning more about all we do to safeguard your drinking water. Read the report at [lbwater.org/annual-water-quality-report](http://lbwater.org/annual-water-quality-report) starting July 1. If you would like a paper copy, please contact us at 562.570.2479 or pick one up at your local library branch.





# CITY OF LONG BEACH

UTILITY SERVICES  
POST OFFICE BOX 630  
LONG BEACH, CA 90842-0001

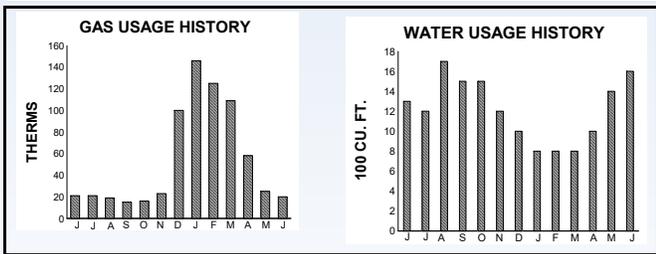


CUSTOMER SERVICE: (562) 570-5700  
PAY BY PHONE: (833) 408-8405  
WWW.LONGBEACH.GOV/UTILITYBILLING

## ACCOUNT INFORMATION

ACCOUNT NUMBER: [REDACTED]  
ACCOUNT NAME: [REDACTED]  
SERVICE ADDRESS: [REDACTED]  
BILLING DATE: 06/11/21

## HISTORICAL USAGE



Water Usage	CCF/Day	Gal/Day
This Year	0.53	396
Last Year	0.43	322

## SPECIAL MESSAGE

STARTING JULY 1, VIEW THE WATER DEPARTMENT'S ANNUAL WATER QUALITY REPORT AT [LBWATER.ORG/ANNUAL-WATER-QUALITY-REPORT](http://LBWATER.ORG/ANNUAL-WATER-QUALITY-REPORT).

COVID-19 VACCINES ARE SAFE AND EFFECTIVE. THE LONG BEACH HEALTH DEPARTMENT IS HOSTING FREE VACCINATION CLINICS. VISIT [WWW.LONGBEACH.GOV/VAXLB](http://WWW.LONGBEACH.GOV/VAXLB) OR CALL 562.570-4636 TO LEARN MORE.

## REGULAR BILL

**GAS \$30.62**

SERVICE PERIOD: 05/10/21 TO 06/09/21  
METER READ: 2812 - 2831 BTU Conv Factor 1.034839

	THERMS	RATE	TOTAL
GAS SERVICE CHARGE	(30 DAYS)	0.164400	4.93
TIER I USAGE	14	0.747400	10.46
TIER II USAGE	6	1.072400	6.43
COST OF GAS	20	0.372000	7.44
(AB32) CA CARBON REDUCTION	20	0.068	1.36

**WATER/SEWER \$98.17**

SERVICE PERIOD: 05/10/21 TO 06/09/21  
METER READ: 202 - 218

	100 CU. FT.	RATE	TOTAL
WATER SERVICE CHARGE	(30 DAYS)	0.6960	20.88
TIER I USAGE	6	2.4360	14.62
TIER II USAGE	7	4.6630	32.64
TIER III USAGE	3	6.8050	20.42
SEWER SERVICE CHARGE	(30 DAYS)	0.2250	6.75
SEWER USAGE	8	0.3570	2.86

**REFUSE \$28.99**

SERVICE PERIOD: 05/12/21 TO 06/11/21

REFUSE SERVICE CHARGE	(30 DAYS)	0.9663	28.99
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## ACCOUNT ACTIVITY

PREVIOUS BILL	\$154.39
PAYMENT RECEIVED - 05/27/21	\$-154.39
BALANCE FORWARD	\$0.00
NEW CHARGES (GAS, WATER, SEWER, REFUSE)	\$157.78
UTILITY USERS TAX = 5% (GAS, WATER)	\$5.96
CURRENT CHARGES	\$163.74

**TOTAL AMOUNT DUE \$163.74**  
**DUE DATE 06/30/21**

RETURN BOTTOM PORTION WITH YOUR PAYMENT - MAKE CHECK PAYABLE TO THE CITY OF LONG BEACH

51 [1/1]

## REGULAR BILL

ACCOUNT NUMBER: [REDACTED]  
SERVICE ADDRESS: [REDACTED]

DUE DATE	AMOUNT DUE
06/30/21	\$163.74
<b>AMOUNT ENCLOSED</b>	
ENTER AMOUNT ONLY IF DIFFERENT	\$

CLB0611A SCH 5-DIGIT 90808  
7000000779 00.0003.0278 778/1

[REDACTED] 00000163749

[REDACTED]  
LONG BEACH CA 90808-3429

Change of address or phone number  
(print corrections on reverse side)

## BILLS

- Service Restoration:** If your service(s) has been shut off for nonpayment, the City of Long Beach requires payment of said bill, a cash deposit, plus any additional charges authorized by the Long Beach Municipal Code and/or the Long Beach Water Department Rules and Regulations before service(s) will be restored. Service(s) will be restored on the next available date.
- Closing Bills:** A collection charge will be added to the Closing Bill total if the entire balance owing is not paid by the due date indicated on the Closing Bill.
- Questions:** When questioning a bill, contact our office by email at [GO-UtilityBilling@longbeach.gov](mailto:GO-UtilityBilling@longbeach.gov), by phone (562) 570-5700, by mail, or in person. Bills can be disputed up to 10 days after the Delinquent Bill or Final Closing Notice is issued. If, after the investigation and explanation, you believe the bill is incorrect, you may request an Administrative Hearing on gas and water usage disputes.
- Due Date:** Due Date shown on the front bottom of the bill is for current charges only. It does not stop collection/interruption of service on an unpaid previous balance.

## IMPORTANT CONTACT INFORMATION

Billing, Gas, Appliance, Pilot Light and Alternative Bill Format.....(562) 570-5700	Speech & Hearing Impaired Customer (TDD).....(562) 570-6693
If You Smell Gas.....(562) 570-2140	Email..... <a href="mailto:GO-UtilityBilling@longbeach.gov">GO-UtilityBilling@longbeach.gov</a>
Water Leak and Sewer Stoppage.....(562) 570-2390	Gas Conservation Inquiries..... <a href="http://www.longbeach.gov/lbgo">www.longbeach.gov/lbgo</a>
Water Quality Concerns.....(562) 570-2477	Water Conservation Inquiries..... <a href="http://www.lbwater.org">www.lbwater.org</a>
Refuse Pick-Up.....(562) 570-2876	Refuse & Recycling Information..... <a href="http://www.longbeach-recycles.org">www.longbeach-recycles.org</a>

## EXPLANATION OF TERMS

- CCF or (100 CU. FT):** This is the unit of measure of the gas or water passing through your gas or water meter. There are 748 gallons of water in 100 CU. FT. of water.
- BTU (British Thermal Unit):** Is a measure of the octane of natural gas. This measure is applied to 100 CU. FT. usage to obtain therms. Therm is a standard unit of heat energy.
- Gas/Water/Sewer Charges:** Helps pay for customer services such as reading meters, billing, mailing bills, and processing payments.
- Tier Usage:** Gas and Water costs are tiered based on the amount of usage, with the least expensive rate for the lowest volume of usage.
- Cost of Gas:** Cost of gas is calculated monthly and is based on the cost of all gas supplies purchased by Long Beach Energy Resources on behalf of its gas customers.
- Sewer Usage Charge:** Sewer usage charge is calculated based on the volumetric amount of water used by the customer.
- Refuse Service Charge:** A daily rate based on the size and number of containers serviced by automated pick-up or standard daily charges for other types of refuse pick-up.
- Customer Owned Service Lines:** A customer owned house line goes from the gas meter to a building, structure, and/or natural gas consuming appliances (stove, pool heater, BBQ, etc.) owned by the customer. It is the responsibility of the building/property owners to maintain that pipeline, including any portions that may be underground. Additional information at: <http://www.longbeach.gov/lbgo/>

## PAYMENTS

- Payment Stations:** For cash only payments, present this QR code at any local 7-Eleven or CVS to pay your City of Long Beach Utility bill.
- Pay 24-Hours a Day:** Pay by Phone: (833) 408-8405  
Pay by Web: [www.longbeach.gov/utilitybilling](http://www.longbeach.gov/utilitybilling)
- By Mail:** Make check or money order payable to City of Long Beach, P.O. Box 630, Long Beach, CA 90842-0001. For your own protection, do not send cash by mail.
- Automatic Payments:** Payment deducted from your checking account.
- In Person:** 7:30am-4:30pm, Monday-Friday (closed holidays), City Hall, 411 W. Ocean Blvd., Long Beach, CA 90802-9829.
- Return Payments:** If, for any reason, a payment is returned unpaid, a special handling fee and a security deposit will be added to the balance of your account. A returned payment must be replaced by cash, a money order, or a cashier's check. If unpaid, your service(s) may be shut off.
- Late Payments:** If Total Amount Due is not paid by the Due Date, a 4.5% Late Payment Fee (\$4.50 minimum) will be applied.

### PAY YOUR BILL WITH CASH AT PARTICIPATING CVS AND 7-ELEVEN STORES

Bring this notice with you to make a payment. There is no fee to make this cash payment.

Payments are recognized same day.

Customers call (888) 714-0004 for PayNearMe cash payment help.



#### CVS TEAM MEMBER INSTRUCTIONS:

1. Scan barcode
2. Enter payment amount and press "Total"
3. Collect payment from customer
4. Tender the transaction and provide receipt



XB5M6K



Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)



#### 7-ELEVEN TEAM MEMBER INSTRUCTIONS:

1. Ask customer the payment amount to load
2. Press "Load"
3. Scan barcode and collect payment
4. Return this document and provide receipt



XB5M6K



## CHANGE OF ADDRESS AND/OR PHONE NUMBER

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

TELEPHONE #: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

REMIT PAYMENT TO:

CITY OF LONG BEACH  
PO BOX 630  
LONG BEACH, CA 90842-0001