Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Wate	r Syste	m Name:	Kagel Ca	anyon District 21				
Wate	r Syste	m Number:	1910075	,				
May certif moni	7, 2013 ies tha	8 to custome at the inform data previous	rs (and ap	propriate notices of tained in the report	Consumer Confiden availability have been is correct and con- er Resources Control	n given). Further, the sistent with the co	ne system ompliance	
Certi:	fied by	: Name:		Bing Hua				
		Signatu	ıre:	bons	Human			
		Title:		Associate Civil E	ngineer			
		Phone	Number:	(626)300-3337		nte: 5/24/2018		
	that a	oply and fill-i	n where aj	ppropriate:	ts taken, please compositivery methods (attac			
		ry methods u	-	ir or other afrect de	irvery inclineds (ditae	n description of ou	ici direci	
\boxtimes	CCR Delive	was distributeery of the Con	ed using ensumer Co	onfidence Report (w	nethods described in ater systems utilizing			
<u> </u>		complete the s	• •	- /				
	"Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:							
	\boxtimes	· ·		e following URL: wy	ww.dpw.lacounty.gov	/go/ccr		
		_		o 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 circu published notice, including name of newspaper and date published						py of the		
		Posted the CCR in public places (attach a list of locations)						
-			-	e copies of CCR to single-billed addresses serving several persons, such nesses, and schools				
		Delivery to	communit	y organizations (atta	ch a list of organization	ons)		
		Publication	of the CC	R in the electronic of	ity newsletter or elec	tronic community n	iewsletter	
				py of the article or n	-			
		Electronic a media outlet			ility via social media	outlets (attach list	of social	
				other methods used)				
					osted CCR on a public	cly-accessible interr	net site at	
	the fo	llowing URL:	: www.dp	ow.lacounty.gov/go/c	cr			

For privately-owned utilities:	Delivered the CCR to the Cali	ifornia Public Utilities Commission
2 of privately office milities.	belivered the CCR to the Can	

Consumer Confidence Report Electronic Delivery Certification

	systems utilizing electronic distribution methods for CCR delivery must complete this page by ing 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.dpw.lacounty.gov/go/ccr
	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.
	le a brief description of the water system's electronic delivery procedures and include how the system ensures delivery to customers unable to receive electronic delivery.
	works mailed notifications as part of the water bills that the CCR is available on our website
	tached). In that same notification, we asked our customers to contact us if they like to have a
hard c	opy.

Visit HTTP://DPW.LACOUNTY.GOV/GO/CCR after July 1, 2018 to view your 2017 Consumer Confidence Report and learn more about your drinking water. Visit your nearest Waterworks office or call (626) 300-3337 for a copy.

Este reporte contiene información sobre la calidad de su agua potable durante el año civil 2017. Si usted no comprende esta información, por favor pida a alguien que se la traduzca o comuníquese con Lisset Cardenas al teléfono (626) 300-3384.

Compare Your Usage

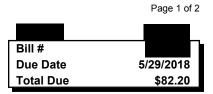
Period	Days	Units (HCF)	Daily Use (HCF)
Current	61	4	0.07

LOS ANGELES COUNTY DEPARTMENT OF PUBLIC WORKS WATERWORKS DISTRICTS

1-877-637-3661

www.lacwaterworks.org

Additional contact information on Page 2 of bill



\$82.20

\$82.20

You are enrolled in AUTO PAY. Your payment will be automatically deducted from your account on 5/29/2018

Account #	Customer #

Water W09

	Meter#	Meter	B.U.	Se	rvice Peric	od	Meter R	teading	Usage
	1110101 11	Size		From	То	Days	Previous	Current	(HCF)
I		3/4"x1"	1	3/1/18	5/1/18	61	510	514	4

YOUR ACCOUNT SUMMARY
Prior Bill Amount

 Payment - Thank You
 \$82.20CR

 *PAST DUE BALANCE (subtotal)
 \$0.00

 NEW CHARGES
 Winter Period (03/01/2018 - 05/01/2018)

 Service Charge
 \$77.36

 Service Charge Allowance
 4.00000 UNITS @ \$0.0000
 \$0.00

 Service Facilities Construction Surcharge
 \$4.84

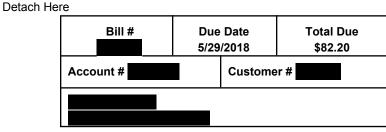
 CURRENT CHARGES (subtotal)
 \$82.20

TOTAL AMOUNT DUE

*Accounts with a PAST DUE BALANCE may be subject to shut-off at anytime.

LOS ANGELES COUNTY
DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS
Pay online at www.lacwaterworks.org





YOU ARE ENROLLED IN AUTO PAY

LOS ANGELES COUNTY WATERWORKS DISTRICTS PO BOX 512150 LOS ANGELES, CA 90051-0150

65290000040552680029151629000082200000822029266

CUSTOMER SERVICE CONTACT INFORMATION

Customer Service
Pay by phone 24-Hour Service (English/Español)
Visit us online
Emergency Services

1-877-637-3661 1-877-637-3661 www.lacwaterworks.org 1-800-675-HELP (4357)

OFFICE HOURS AND LOCATIONS

Lancaster office hours Monday - Friday 8am - 5pm

Malibu office hours Monday - Thursday 8am - 5:30pm, Closed Friday

Alhambra Cashier office hours Monday - Thursday 7am - 5:30pm, Closed Friday

Alhambra Administration office hours Monday - Thursday 7am - 5:30pm, Closed Friday*

260 E. Avenue K8, Lancaster, CA 93535 23533 W. Civic Center Way, Malibu, CA 90265 900 S. Fremont Avenue, Alhambra, CA 91803 1000 S. Fremont Avenue, Alhambra, CA 91803

*No Payments Accepted.

PAYMENT OPTIONS

You can receive, view, and pay your bill online at www.lacwaterworks.org or pay by phone at 1-877-637-3661. You may also pay your bill by mail or in person at one of our offices. A drop box is available at your local office for payments made after regular business hours. A Payment Kiosk is available at our Lancaster location and accepts check or credit card payments. Payments can be made by cash, personal check, money order, or credit card. Third party checks are not accepted.

If you use **Home banking** to pay your bill, please update your water bill account number to reflect the full 15 digits: Please enter your account number (8 digits) followed by the customer number (7 digits) without spaces. For example, account number 12345678 and customer number 1234567 would be input as: 123456781234567.

EXPLANATION OF BILL

Bills are issued every two months. Water is measured in units of 100 cubic feet (1 unit = 100 cu ft = 748 gallons). The Service Charge is determined by the number of billing units which is based on the meter size. This charge includes 500 cubic feet of water per billing unit per month. The billing units are shown on the front of the bill. Water used over the Service Charge usage is billed at the quantity rate. Some Districts have 'Other Charges' which are used for various projects such as upgrading existing water systems, replacement of mains, storage reservoirs, and other appurtenances to improve service. In certain Districts funds are used for emergency facility repairs, tank recoating and well construction.

The current charges on this bill are due upon presentation. We allow a 25 day grace period from the bill date before it becomes delinquent. The delinquent date is shown on the front of the bill. If payment in full is not received by this date a Shut Off Notice or Closing Bill Final Notice will be sent and a \$10 late fee may be assessed to your account.

NOTICE TO CUSTOMERS WITH PAST DUE PRIOR BALANCE ON WATER BILLS

Any prior balance shown on this bill is past due. Accounts with a past due balance are subject to disconnection at any time.

A Shut Off Notice is sent to provide warning that service will be terminated if payment is not received. Payment must be received and processed prior to the scheduled shut off date to avoid disconnection. Once the account is scheduled for shut off a service termination processing fee must be paid. Payments received the day of the scheduled shut off are not exempt from the fee. The amount of the fee is \$41 if payment is received before 3:00 pm on a regular business day and \$82 if the payment is received after 3:00 pm on a regular business day for same day restoration. Water service personnel are not allowed to accept payments in the field.

CLOSED ACCOUNT CREDIT REFUND

Refund of a credit balance on a closed account will be made by the District upon written request from the customer received no later than sixty (60) days after a notice is sent to the customer. Refund requests should be mailed to: Los Angeles County Waterworks Districts, 260 East Avenue K8, Lancaster, CA 93535. Your written request should include account/customer number, mailing address, telephone number, and account holder's signature.

ELECTRONIC CHECK PROCESSING

When you provide a check as payment, you authorize the County of Los Angeles to either use information from your check to make a one-time electronic fund transfer from your bank account or to process the payment as a check transaction. If we use information from your check to make an electronic fund transfer, funds may be withdrawn from your bank account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. However, the transaction will appear on your bank statement.

DISPUTED BILLS

If you think your bill is incorrect, call us and speak with a customer service representative. If you are not satisfied you may request to speak with a billing supervisor. However, the bill must be paid to avoid late fees and termination of water service.