

## eCCR Certification Form


### Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Golden State Water Company – Willowbrook
Water System Number:	CA1910072

The water system named above hereby certifies that its Consumer Confidence Report was distributed by July 1, 2022 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: Phuong Nguyen	Title: Water Quality Engineer
Signature: 	Date: 09/19/2022
Phone number: (562) 907-9200 X 404	

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.gswater.com/WillowbrookCCR](http://www.gswater.com/WillowbrookCCR)
  - ☐ 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.\_\_\_\_\_
- ☒ *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.gswater.com/WillowbrookCCR](http://www.gswater.com/WillowbrookCCR)
- ☒ 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.gswater.com/WillowbrookCCR](http://www.gswater.com/WillowbrookCCR)
- ☐ 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.*

In our continuing efforts to better serve our customers, conserve resources, and reduce costs, Golden State Water Company chose to utilize electronic delivery of the annual
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Consumer Confidence Reports (CCRs) as allowed by the United States Environmental
Protection Agency and the State Water Resources Control Board-Division of Drinking
Water. Notices regarding the availability of the CCR were mailed to customers as a bill
insert, and also emailed to all customers receiving electronic bills. These notices,
printed and emailed in both English and Spanish, directed people to the URL for
viewing the CCR online, and also gave them information on how to request a hard copy
of the CCR.

*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.*

September 7, 2022

California Public Utilities Commission  
ATTN: Terence Shia, P.E.  
Director, Water Division  
505 Van Ness Avenue  
San Francisco, California 94102

To: Terence Shia

Enclosed, please find printed versions of Golden State Water Company's 2022 Consumer Confidence Reports for year 2022 and a list of each water system owned and operated by our company.

The Consumer Confidence Reports were delivered to the respective water customers during June 2022. The reports are available at each local water system office, the District offices of Golden State Water Company, and may be viewed on our website at [www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).

Should you have any further questions in this matter, you may contact Sunil Pillai at (714) 514-5210 ([sunil@gswater.com](mailto:sunil@gswater.com)), or Dawn White at (916) 853-3615 ([dawn.white@gswater.com](mailto:dawn.white@gswater.com)).

Sunil Pillai,



Digitally signed by Sunil Pillai  
DN: cn=Sunil Pillai, o=GSWC,  
ou=Vice President,  
Environmental Quality,  
email=sunil@gswater.com, c=US  
Date: 2022.09.07 09:55:57 -07'00'

Vice President, Environmental Quality

Enclosure



## List of Golden State Water Systems

1. Apple Valley North
2. Apple Valley South
3. Arden
4. Artesia
5. Barstow/Lenwood
6. Bay Point
7. Bell/Bell Gardens
8. Calipatria
9. Claremont
10. Clearlake
11. Cordova
12. Cowan Heights
13. Culver City
14. Cypress Ridge
15. Desert View
16. Edna Road
17. Florence-Graham
18. Hollydale
19. Lake Marie
20. Los Osos
21. Lucerne
22. Morongo Del Norte
23. Morongo Del Sur
24. Nipomo (Vista)
25. Norwalk
26. Orcutt
27. Placentia-Yorba Linda
28. Robbins
29. San Dimas
30. Simi Valley
31. Sisquoc
32. South Arcadia
33. South San Gabriel
34. Southwest
35. Tanglewood
36. West Orange
37. Willowbrook
38. Wrightwood

[View this email in your browser](#)

Dear Valued Customer,

Golden State Water is pleased to announce that Consumer Confidence Reports are now available. The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2022 CCR mailed to your mailing address or would like to speak with someone about the report, please call 1-800-999-4033 or email [waterquality@gswater.com](mailto:waterquality@gswater.com).

**You can view your 2022 Consumer Confidence Report and learn more about your drinking water by visiting the following URL:**

[www.gswater.com/WillowbrookCCR](http://www.gswater.com/WillowbrookCCR)

El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de

información importante acerca del origen y la calidad de su agua potable.

Si desea una copia en papel del CCR del 2022 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a [waterquality@gswater.com](mailto:waterquality@gswater.com).

Sincerely,  
Golden State Water Company

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For the latest updates, visit our website at [www.gswater.com](http://www.gswater.com)  
or follow us on Twitter and Facebook @GoldenStateH2O.



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Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#).



SERVICE FOR  
[REDACTED]  
Compton CA 90222

ACCOUNT NUMBER  
[REDACTED]

DUE DATE  
June 23, 2022

Page 1 of 2

BILL DATE  
June 02, 2022

AMOUNT DUE  
\$313.75

**Customer Service - 24 Hours: (800) 999-4033 [www.gswater.com](http://www.gswater.com)**  
Hearing Impaired TTY: (877) 933-9533  
Preguntas? Llame al Centro de Servicio al Consumidor al **(800) 999-4033**

Visit **[gswater.com](http://gswater.com)** to enroll for service updates via **e-newsletter**.  
Your local Office: **Is Closed to the Public** at Bell Gardens, CA 90201

To learn about the various Payment Options we offer go to:  
**[www.gswater.com/payment-options](http://www.gswater.com/payment-options)**

**Current Activity**

**Rate Schedule ME-1-R (ME1RM)**

**Service Charge** **5/8" meter**  
Service Charge \$17.81  
**Water Usage**  
Tier 1 - Water Usage - 11.00 CCF at \$4.54 \$49.94  
Tier 2 - Water Usage - 3.00 CCF at \$5.221 \$15.66  
**Surcharges, Fees, & Credits**  
CARW Prog Adm Surcharge - 14.00 CCF at \$0.121 \$1.69  
WRAM/MCBA Surcharge/credit \$8.57  
CPUC Fee - 1.43% - of \$93.67 \$1.34  
**Total New Charges** **\$95.01**

**Account Summary**

Previous Balance		\$289.55
Payments	<b>5-3-22 Thank You</b>	-\$70.81
Total Prior Balance	Due On June 15, 2022	\$218.74
Current Charges	Due On June 23, 2022	\$95.01
<b>Total Amount Due</b>		<b>\$313.75</b>

**Drought Stage 1**

**Usage History (One CCF = 7.48 CGL or 748 gallons)**

Bill Period	2020 Usage	Target Usage *	Actual Usage
<b>Prior</b>	10 CCF or 74.80 CGL	8 CCF or 59.84 CGL	10 CCF or 74.80 CGL
<b>Current</b>	14 CCF or 104.72 CGL	12 CCF or 89.76 CGL	14 CCF or 104.72 CGL
<b>Next</b>	15 CCF or 112.20 CGL	13 CCF or 97.24 CGL	

The Stage 1 TARGET USAGE (your allocation) for the PRIOR and CURRENT period is voluntary and based on the number of days of the bill period.

**Read and Usage Information**

Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage
[REDACTED]	May 02 Jun 01	30	451	465	14

Your next scheduled meter read date is approximately July 1, 2022

***Your opinion is very important to us. Please rate our service by calling 1-888 933 8648. Enter code 206 when prompted.***

**POSTAL**

If you have changed your address or are moving, please call (800) 999-4033 or fill out form on back.

ACCOUNT NUMBER: [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



**PO BOX 9016**  
**SAN DIMAS CA 91773-9016**

Total Prior Balance Due On June 15, 2022	\$218.74
Current Charges Due On June 23, 2022	\$95.01
Total Amount Due	\$313.75

**Amount Enclosed**

[REDACTED]  
Los Angeles, CA 90059

GOLDEN STATE WATER COMPANY  
PO BOX 9016  
SAN DIMAS CA 91773-9016



The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. FOR INFORMATION ON THE DROUGHT, conservation and local requirements, please visit [www.gswater.com/drought](http://www.gswater.com/drought).

To view your 2021 Consumer Confidence Report and learn more about your drinking water, please visit: [www.gswater.com/WillowbrookCCR](http://www.gswater.com/WillowbrookCCR)

If your address ends in an EVEN NUMBER (0,2,4,6,8), you may responsibly irrigate outdoors on Wednesday, Friday, & Sunday.

Customers with addresses ending in an odd number (1, 3, 5, 7, 9) may water on Tuesday, Thursday, and Saturday.

The WRAM&MCBA surcharge has been recalibrated to incorporate 2021 balances, effective April 1, 2022. The 2020 WRAM&MCBA surcharge will expire on the same day. For additional information, visit [gswater.com](http://gswater.com)

#### **PAYMENT OPTIONS:**

Go to [www.gswater.com/payment-options](http://www.gswater.com/payment-options) for payment options, authorized locations, and auto pay application form.

- ♦ **Auto Pay (Electronic Funds Transfer):** Submit an application to pay your bill automatically from a checking or savings account.
- ♦ **Online:** Receive bills online and pay electronically by using "MyGSWater". Go to: [www.gswater.com/payment-options](http://www.gswater.com/payment-options) or call (800) 999-4033.
- ♦ **Phone:** Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check.
- ♦ **Mail:** Send bill stub and payment in enclosed envelope.
- ♦ **In Person:** Visit [www.gswater.com/payment-options](http://www.gswater.com/payment-options) to find a KUBRA EZ-PAY agent to make a Cash Payment (service fee applies).

#### **BILL TERMS AND POLICY OF DISCONTINUATION OF RESIDENTIAL SERVICES FOR NONPAYMENT**

The bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. A cash deposit and reconnection charge may be required to re-establish credit and service.

To avoid disconnection of residential service for nonpayment, customers can call Golden State Water to request a one-time payment extension or set-up a payment plan by contacting our Customer Service Center at (800) 999-4033. For more information on the Policy of Discontinuation of Residential Services please visit <https://www.gswater.com/policy-of-discontinuation> available in multiple languages.

#### **WRAM/MCBA SURCHARGE/SURCREDIT**

The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. For more info, please visit [gswater.com/rates-schedules-and-tariffs](http://gswater.com/rates-schedules-and-tariffs).

#### **DROUGHT INFORMATION**

The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. For information on the drought, conservation and local requirements, please visit [www.gswater.com/drought](http://www.gswater.com/drought).

**DISPUTING YOUR BILL:** If you believe there is an error on your bill or have a question about your service, please call Golden State Water Company customer support at (800) 999-4033. We welcome the opportunity to assist you. If after contacting us, you are still not satisfied with Golden State Water Company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

**Telephone:** 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
**Mail:** California Public Utilities Commission, Consumer Affairs Branch,  
 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Language	Type of Call	Toll-free 800 Number
English	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO From or to Speech-to- Speech	1-800-735-2929 1-800-735-2922 1-800-854-7784
Spanish	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO	1-800-855-3000

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level or rates, pending rate applications and sources of fuel or power.

#### **PLEASE INDICATE ANY CHANGES**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_

**Work Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_



Consumer Confidence  
Reports **Available Now!**

## THE CONSUMER CONFIDENCE REPORT

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2022 CCR mailed to your address or would like to speak with someone about the report, please **call 1-800-999-4033** or **email [waterquality@gswater.com](mailto:waterquality@gswater.com)**.

You can view your 2022 Consumer Confidence Report and learn more about your drinking water by visiting our website. You can find a direct URL link in the message center on the back of your water bill. You can also find the URL link for your system in the table on the reverse.

El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company (GSWC, por sus siglas en inglés) le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.



Si desea una copia en papel del CCR del 2022 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, **llame al 1-800-999-4033** o por **correo electrónico a [waterquality@gswater.com](mailto:waterquality@gswater.com)**.

Apple Valley North Water System  
Apple Valley South Water System  
Arden Water System  
Artesia Water System  
Barstow Water System  
Baypoint Water System  
Bell-Bell Gardens Water System  
Calipatria Water System  
Claremont Water System  
Clearlake Water System  
Cordova Water System  
Cowan Heights Water System  
Culver City Water System  
Cypress Ridge Water System  
Desert View Water System  
Edna Road Water System  
Florence-Graham Water System  
Hollydale Water System  
Lake Marie Water System  
Los Osos Water System  
Lucerne Water System  
Morongo Del Norte Water System  
Morongo Del Sur Water System  
Nipomo Water System  
Norwalk Water System  
Orcutt Water System  
Placentia-Yorba Linda Water System  
San Dimas Water System  
Simi Valley Water System  
Sisquoc Water System  
South Arcadia Water System  
South San Gabriel Water System  
Southwest Water System  
Tanglewood Water System  
West Orange County Water System  
Willowbrook Water System  
Wrightwood Water System

[www.gswater.com/AppleValleyNorthCCR](http://www.gswater.com/AppleValleyNorthCCR)  
[www.gswater.com/AppleValleySouthCCR](http://www.gswater.com/AppleValleySouthCCR)  
[www.gswater.com/ArdenCCR](http://www.gswater.com/ArdenCCR)  
[www.gswater.com/ArtesiaCCR](http://www.gswater.com/ArtesiaCCR)  
[www.gswater.com/BarstowCCR](http://www.gswater.com/BarstowCCR)  
[www.gswater.com/BaypointCCR](http://www.gswater.com/BaypointCCR)  
[www.gswater.com/BellBellGardensCCR](http://www.gswater.com/BellBellGardensCCR)  
[www.gswater.com/CalipatriaCCR](http://www.gswater.com/CalipatriaCCR)  
[www.gswater.com/ClaremontCCR](http://www.gswater.com/ClaremontCCR)  
[www.gswater.com/ClearlakeCCR](http://www.gswater.com/ClearlakeCCR)  
[www.gswater.com/CordovaCCR](http://www.gswater.com/CordovaCCR)  
[www.gswater.com/CowanHeightsCCR](http://www.gswater.com/CowanHeightsCCR)  
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[www.gswater.com/HollydaleCCR](http://www.gswater.com/HollydaleCCR)  
[www.gswater.com/LakeMarieCCR](http://www.gswater.com/LakeMarieCCR)  
[www.gswater.com/LosOsosCCR](http://www.gswater.com/LosOsosCCR)  
[www.gswater.com/LucerneCCR](http://www.gswater.com/LucerneCCR)  
[www.gswater.com/MorongoDelNorteCCR](http://www.gswater.com/MorongoDelNorteCCR)  
[www.gswater.com/MorongoDelSurCCR](http://www.gswater.com/MorongoDelSurCCR)  
[www.gswater.com/NipomoCCR](http://www.gswater.com/NipomoCCR)  
[www.gswater.com/NorwalkCCR](http://www.gswater.com/NorwalkCCR)  
[www.gswater.com/OrcuttCCR](http://www.gswater.com/OrcuttCCR)  
[www.gswater.com/Placentia-YorbaLindaCCR](http://www.gswater.com/Placentia-YorbaLindaCCR)  
[www.gswater.com/SanDimasCCR](http://www.gswater.com/SanDimasCCR)  
[www.gswater.com/SimiValleyCCR](http://www.gswater.com/SimiValleyCCR)  
[www.gswater.com/SisquocCCR](http://www.gswater.com/SisquocCCR)  
[www.gswater.com/SouthArcadiaCCR](http://www.gswater.com/SouthArcadiaCCR)  
[www.gswater.com/SouthSanGabrielCCR](http://www.gswater.com/SouthSanGabrielCCR)  
[www.gswater.com/SouthwestCCR](http://www.gswater.com/SouthwestCCR)  
[www.gswater.com/TanglewoodCCR](http://www.gswater.com/TanglewoodCCR)  
[www.gswater.com/WestOrangeCountyCCR](http://www.gswater.com/WestOrangeCountyCCR)  
[www.gswater.com/WillowbrookCCR](http://www.gswater.com/WillowbrookCCR)  
[www.gswater.com/WrightwoodCCR](http://www.gswater.com/WrightwoodCCR)

Los Angeles Daily News  
181 E. Huntington Drive, Suite 209  
Monrovia, California 91610  
(562) 499-1236

Golden State Water Company  
630 E Foothill Blvd  
San Dimas, California 91773

**FILE NO. 0011557650**  
**PROOF OF PUBLICATION AFFIDAVIT**  
**(2015.5 C.C.P.)**

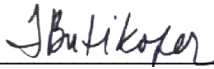
**STATE OF CALIFORNIA**  
**County of Los Angeles**

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not party to or interested in the above-entitled matter. I am the principal clerk of the printer of the Daily News, a newspaper of general circulation, printed and published 7 times weekly in the City of Monrovia, County of Los Angeles, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of Los Angeles, State of California, under the date of May 26, 1983, Case Number Adjudication #C349217; that the notice, of which the annexed is a printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

**09/03/2022**

I certify (or declare) under the penalty of perjury that the foregoing is true and correct.

Executed at Monrovia, California,  
on this 3rd day of September, 2022.



Signature

**Public Notice**

Golden State Water Company's 2022 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2021 calendar year are now available. Interested parties who would like to view or print a copy can access the reports at: [www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).

**Los Angeles Daily News**  
**Published: 9/3/22**