

APPENDIX B: eCCR Certification Form (Suggested Format)


Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Palmdale Water District
Water System Number:	1910102

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 06/24/2024 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: Palmdale Water District

Name: Amanda Thompson	Title: Water Quality & Regulatory Affairs Supervisor
Signature: 	Date: 06/25/2024
Phone number: (661) 947-4111 x1178	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.palmdalewater.org/wp-content/uploads/2024/03/2023_CCR.pdf
https://www.palmdalewater.org/wp-content/uploads/2024/03/2023_CCR_SPAN.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)

- ☐ 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.palmdalewater.org/wp-content/uploads/2024/03/2023_CCR.pdf
https://www.palmdalewater.org/wp-content/uploads/2024/03/2023_CCR_SPAN.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:
https://www.palmdalewater.org/wp-content/uploads/2024/03/2023_CCR.pdf
https://www.palmdalewater.org/wp-content/uploads/2024/03/2023_CCR_SPAN.pdf
- ☒ 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:
https://www.palmdalewater.org/wp-content/uploads/2024/03/2023_CCR.pdf
https://www.palmdalewater.org/wp-content/uploads/2024/03/2023_CCR_SPAN.pdf
- ☐ 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.

Mailer sent to all addresses within Palmdale Water District service area.
Mailed out <i>The Pipeline</i> (PWD Customer Newsletter) to all customers setup to receive a paper bill. <i>The Pipeline</i> includes direct link and QR code.
Emailed <i>The Pipeline</i> (PWD Customer Newsletter) to all customers setup to receive paperless bills. <i>The Pipeline</i> includes direct link and QR code.
Posted notice in the slideshow on the home page of Palmdale Water District's website (www.palmdalewater.org).
Posted notice on Facebook.
Posted notice on Instagram.
Posted notice on X.
Posted notice on LinkedIn.
Posted notice on Nextdoor, targeting neighborhoods serviced.
CCR emailed to 6,050 Constant Contact subscribers.
Press release to notify the public.

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.

PALMDALE WATER DISTRICT

2024 Consumer Confidence Report Notification Documentation

PWD Mailer (May 2024):



PWD Consumer Confidence Report
(2023 Results)
Available Online Starting July 1, 2024

This notice contains instructions for you to obtain important information about your drinking water.

Palmdale Water District provides the Consumer Confidence Report to inform customers about the quality of our water. We are proud to report that our water met or surpassed all federal and state drinking water standards in 2023.

You can download the report using the link provided below or you can have a printed copy of the report mailed to you by calling PWD at 661-947-4111.

https://www.palmdalewater.org/2023_ccr/

Attention landlords, businesses, schools, and other groups, please share this information with tenants, students, and other water users at your location who are not directly billed customers of Palmdale Water District.

Informe de confianza del consumidor de PWD
(Resultados 2023)
Disponible en línea a partir del 1 de Julio, 2024

Este aviso contiene instrucciones para que usted obtenga información importante sobre su agua potable.

Palmdale Water District proporciona el Informe De Confianza Del Consumidor para informar a nuestros clientes sobre la calidad de nuestra agua. Nos enorgullece informar que nuestra agua cumple o supera todos los estándares federales y estatales para el agua potable en 2023.

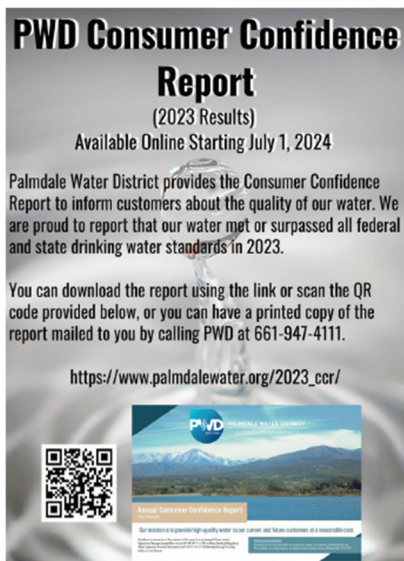
Puede descargar el informe utilizando el enlace proporcionado abajo o puede recibir una copia impresa del informe llamando a PWD al 661-947-4111 opción 8.

https://www.palmdalewater.org/2023_ccr_span/

Atencion propietarios, empresas, escuelas y otros grupos, comparta esta información con inquilinos, estudiantes y otros usuarios de agua en su ubicación que no sean clientes facturados directamente de Palmdale Water District.

661-947-4111 | 2029 E. Avenue Q, Palmdale, CA 93550 | palmdalewater.org

PWD – The Pipeline (6/17/2024):




PWD Consumer Confidence Report
(2023 Results)
Available Online Starting July 1, 2024

Palmdale Water District provides the Consumer Confidence Report to inform customers about the quality of our water. We are proud to report that our water met or surpassed all federal and state drinking water standards in 2023.

You can download the report using the link or scan the QR code provided below, or you can have a printed copy of the report mailed to you by calling PWD at 661-947-4111.

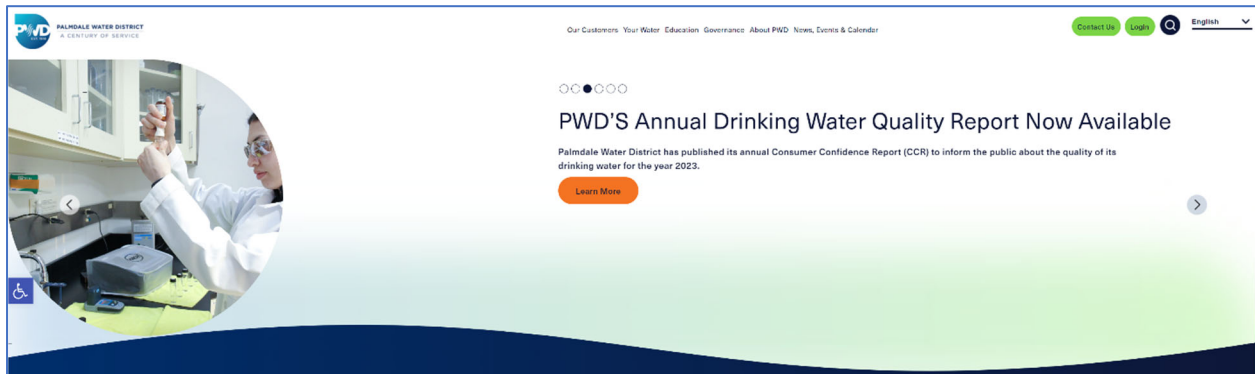
https://www.palmdalewater.org/2023_ccr/

PALMDALE WATER DISTRICT

2024 Consumer Confidence Report Notification Documentation

PWD Website – Home Page Slider (6/24/2024):



Facebook Post (6/11/2024 & 6/18/2024):



PALMDALE WATER DISTRICT

2024 Consumer Confidence Report Notification Documentation

Instagram Post (6/11/2024 & 6/18/2024):



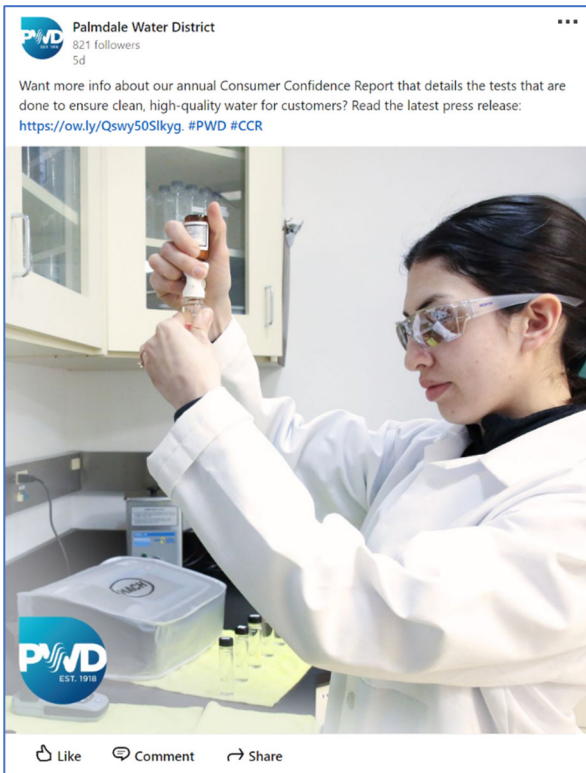
X Post (6/11/2024 & 6/18/2024):



PALMDALE WATER DISTRICT

2024 Consumer Confidence Report Notification Documentation

LinkedIn Post (6/19/2024):



Nextdoor Post (6/24/2024):

Palmdale Water District ✓
Public Affairs Specialist Michelle Trejo • Just now

PWD Consumer Confidence Report
(2023 Results)

Palmdale Water District provides the Consumer Confidence Report to inform customers about the quality of our water. We are proud to report that our water met or surpassed all federal and state drinking water standards in 2023.

You can download the report using the link provided below or you can have a printed copy of the report mailed to you by calling PWD at 661-947-4111.

https://www.palmdalewater.org/2023_ccr/

Attention landlords, businesses, schools, and other groups, please share this information with tenants, students, and other water users at your location who are not directly billed customers of Palmdale Water District.

Annual Consumer Confidence Report
2023 Results

Our mission is to provide high-quality water to our current and future customers at a reasonable cost.

Questions or comments on the contents of this report are encouraged. Please contact:
Operations Manager Joseph Murillo at 661-947-4111 or Water Quality & Regulatory Affairs Supervisor Amanda Thompson at 661-947-4111 x1178, Monday through Thursday, 8:00 a.m. to 5:00 p.m.

ATENCIÓN RESIDENTES:
Esta publicación está disponible en nuestro sitio web en [palmdalewater.org](https://www.palmdalewater.org).
Para obtener una copia impresa es necesario escribir nuestra oficina a través de 661-947-4111.

2029 East Avenue Q
Palmdale, CA

palmdalewater.org

PALMDALE WATER DISTRICT

2024 Consumer Confidence Report Notification Documentation

PWD Constant Contact subscribers (6/24/2024):

Sent

Consumer Confidence Report (2023 Results)

Copy


Share on Social

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Details

Reporting

Heat Map



Subject

PWD provides the Consumer Confidence Report to inform customers about the quality of our water. ❤️

Pre header

We proudly report that our water met or surpassed all federal and state drinking water standards in 2023.

From name

Palmdale Water District

Sent

June 24th 2024 at 2:53 pm PDT

From Address

marketing@palmdalewater.org

Reply to address

marketing@palmdalewater.org

Lists

AVSWCA, Community Outreach, Elected Officials, Events, General Interest, Rate Assistance Program Information, Tours List, Water-Wise Workshops [Show less](#)

Email link

<https://conta.cc/4bkrhoD>

Resend to Non-Open

ers Scheduled for June 28th 2024 at 3:00 pm PDT [Remove](#)

Preview

PALMDALE WATER DISTRICT

2024 Consumer Confidence Report Notification Documentation

PWD Press Release (6/18/2024):



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

PRESS RELEASE

June 18, 2024
FOR IMMEDIATE RELEASE

Contact:
Judy Shay
Public Affairs Director
d: 661-456-1041
c: 661-297-3011
js Shay@palmdalewater.org

PWD'S ANNUAL DRINKING WATER QUALITY REPORT NOW AVAILABLE

Palmdale, CA – Palmdale Water District (PWD) has published its annual Consumer Confidence Report (CCR) to inform the public about the quality of its drinking water for the year 2023.

Required by the California State Water Resources Control Board Division of Drinking Water, the CCR is a comprehensive report detailing where PWD's water comes from, what it contains and how it compares to drinking water standards as set by the state. The report, due July 1 of each year, shows that PWD's water met all federal and state guidelines.

In 2023, PWD completed more than 15,000 tests for over 80 regulated contaminants.

"Each day, we perform numerous tests to make sure that the quality of the water being distributed to customers meets or is above the standards set by federal and state officials," said PWD Water Quality and Regulatory

(more)

CCR...Page 2

Affairs Supervisor Amanda Thompson. "The guidelines are very strict, so the water from your tap is more regulated than bottled water. As always, I encourage customers to learn about the quality of their water by reviewing the annual CCRs that are published for their benefit."

The CCR includes an easy-to-read Water Quality Data Chart that is divided into two standards – Primary and Secondary. Primary standards identify contaminants in water that may be immediately harmful to humans or affect their health if consumed for long periods of time. Secondary standards highlight water qualities that have to do with aesthetics, such as taste, mineral content, odor, color and turbidity.

In addition to the water quality data, the comprehensive report has information about PWD's three water sources – State Water Project, Litterock Dam and groundwater wells – and the amount supplied by each in 2023.

The new CCR can be viewed at http://www.palmdalewater.org/2023_ccr/. For hard copies in English and Spanish, please contact the Customer Care Department at 661-947-4111.

Since 1918, the Palmdale Water District has provided high-quality water at a reasonable cost. We pride ourselves on providing great customer care; advocating for local water issues that help our residents; educating the community on water-use efficiency; and leading our region in researching and implementing emerging technologies that increase operational efficiency. For more information about PWD, visit www.palmdalewater.org.

661-947-4111 | 2029 East Avenue Q, Palmdale, California 93550 | palmdalewater.org

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