


# Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: City of Whittier

Water System Number: CA1910173

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 6/28/2018 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  
Signature:   
Title: Civil Engineer  
Phone Number: ( 562 ) 567-9507 Date: 6/28/2018

*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.cityofwhittier.org/2017CCR](http://www.cityofwhittier.org/2017CCR)
  - ☐ 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.cityofwhittier.org/2017CCR
- ☐ 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.*

- 1) Include a mailer insert into the water bill for all of our customers. The mailer is 8.5" x 3.66", double sided, black and white. English statement on one side, Spanish on the other side.
- 2) The web link referenced in the mailers was set up so the CCR will open directly after entering in the web link.
- 3) Hard copies of the CCR are kept on hand for mailing to customers who want a CCR mailed to them. Also, copies are available at the City Hall-Public Works, Community Center, Main Library, Branch Library, and Uptown Senior Center.
- 4) Announcement of CCR availability via social media (Facebook)

*This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c), California Code of Regulations.*

**Consumer Confidence Report**

*CCR Certification*

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## **IMPORTANT NOTICE**

The Annual Water Quality Report will be available July 01, 2018. This report contains important information for all city water customers and will be available in both English and Spanish.

**To view your 2017 Annual Water Quality Report, please visit the following URL:**

**<http://www.cityofwhittier.org/2017CCR>**

If you would like a paper copy of the 2017 report mailed to you, or if you would like to speak with someone about the report, call (562) 567-9500 for English or (562) 567-9530 for Spanish.



***Conserve Water – Protect Our Resources!***

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## **AVISO IMPORTANTE**

El Informe Anual de Calidad de Agua estará disponible el 01 de julio de 2018. Este informe contiene información importante para todos los consumidores de agua de la ciudad, y estará disponible en inglés y en español.

**Para ver el Informe Anual de Calidad de Agua de 2017, por favor, visite el siguiente enlace:**

**<http://www.cityofwhittier.org/2017CCR/Spanish>**

Si desea recibir por correo una copia en papel del informe de 2017, o si desea hablar con alguien sobre el informe, llame al (562) 567-9500 para recibir asistencia en inglés, o al (562) 567-9530 para recibir asistencia en español.



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