

## Consumer Confidence Report Certification Form

*(To be submitted with a copy of the CCR)*

Water System Name: Suburban Water Systems-Whittier

Water System Number: CA 1910174

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 1, 2020 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: Jocelyn Padilla  
Signature: *Jocelyn Padilla*  
Title: V.P. Service Operations  
Phone Number: 626-543-2533 Date: September 21, 2020

*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: <http://files.swwc.com/ca/ccr/ccr-whittier-2019.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) <https://www.facebook.com/SuburbanWater>
  - 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

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*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.swwc.com/suburban/water-quality/>
- 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.\\_\\_\\_\\_\\_](http://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.*

Suburban Water Systems included a notification of CCR electronic availability through an insert in its June billing cycle. The notification included the URL of each of Suburban's CCRs posted to its web site. Also, a return insert was included to be filled out for a customer to request a hardcopy version of the report. A hardcopy report is mailed to each customer returning the insert.



**Suburban Water Systems 2019 Annual Water Quality Report Available Online**

Every year Suburban Water Systems provides a water quality report called a Consumer Confidence Report, to its customers. This report outlines in detail how the water delivered to your home or business compares to federal and state drinking water standards. We are proud to report that again, Suburban's water meets or exceeds all standards. This report will be available for viewing and download at the following internet web pages depending on the city you live in. **Viewing the report is completely optional and at the customers discretion.**

<u>System 1</u>	<u>System 2</u>	<u>System 3</u>	<u>System 4</u>	<u>System 5</u>
Covina	Glendora	West Covina	Whittier	La Mirada
		Walnut	La Habra	Fullerton
		Industry		Buena Park
		La Puente		
		Hacienda Heights		

System 1: <https://www.swwc.com/suburban/cc-covina/nrlls-2019.pdf>      System 2: <https://www.swwc.com/suburban/cc-glendora-2019.pdf>      System 3: <https://www.swwc.com/suburban/cc-sanjosehills-2019.pdf>

System 4: <https://www.swwc.com/suburban/cc-whittier-2019.pdf>      System 5: <https://www.swwc.com/suburban/cc-lamirada-2018.pdf>

**Thank you for being a customer of Suburban Water Systems!**

If you are unable to access the Internet or if you would like a paper copy of the report sent to you, please fill out the information below and mail it to your Suburban District Office. You can also call our Quality Assurance Department at 626.543.2530 to request a copy. **Reminder- Viewing the report is completely optional and at the customers discretion. You are NOT required to request a copy.**

Please place an X in the appropriate box:     System 1     System 2     System 3     System 4     System 5

Covina	Glendora	West Covina	Whittier	La Mirada
		Walnut	La Habra	Fullerton
		Industry		Buena Park
		La Puente		
		Hacienda Heights		

Name \_\_\_\_\_ Acct. No. \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

*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.*